

## CQC's new style inspections

# What to expect when we inspect

We have compiled this quick guide to help you understand what to expect from our new approach to inspecting. We hope you find this useful...

### Before the inspection

#### 4–6 weeks to go

- CQC will meet with your clinical commissioning group (CCG) and local NHS Area Team to share and discuss information about your practice and the other practices being inspected in your area.

#### 2 weeks to go

- You will receive a letter from CQC to confirm your inspection and request information such as your statement of purpose and information on complaints, or serious or adverse incidents.
- The lead inspector will call you to introduce themselves and explain what happens next and the arrangements for the day. They will discuss the agenda for the day so that staff can be booked in advance.
- We will send you a quantity of 'comment cards' for your patients to complete and posters to display in key areas to advertise the inspection and tell patients how to get in touch with CQC.

#### General preparation

- Read your [provider handbook](#), including the [appendices](#)! It explains all you need to know about how we inspect.
- Encourage your patients to complete our comment cards with their views. We want to hear from as many people as we can.
- We want to limit the impact on your practice, but our inspection team will need to speak to members of your team on the day of inspection. The agenda will make clear who we need to speak to and for how long. Please make sure you have allowed time for these staff to meet with our team. Also, make sure there will be an area available for the inspection team to use on the day of their visit.

## On the day of inspection

### General information

- The size and composition of our inspection team will be tailored to your service. It will include a minimum of an inspector and a GP. The team may also include a practice manager or practice nurse and an Expert by Experience.
- Our inspection will use a combination of interviews with staff and patients, and reviewing information the practice has, such as policies, procedures and data. The inspection team may also speak to other services linked to your service, for example any care homes you have responsibility for.

### What you will need to do

- At the start of the day, we want you to tell us what your practice does that's outstanding. We want to hear about what you've done to improve patient outcomes and experience, and the functioning of the practice.
- Help our inspection team to find evidence that your service is safe, effective, caring, responsive and well-led. These are the five key questions we will ask.

### What we will do

- Speak to your staff and people who use your services.
- Collect and review the comment cards that people have completed.

### Things to remember

- CQC is rating your service. We want to highlight examples of your good and outstanding practice, and help you to improve where you might have weaknesses.

## At the end of the inspection

- The inspection team will hold a feedback session with you to share their initial thoughts about what they have found. Remember, this will not be their final thoughts, as they will need to consider their findings.

## After the inspection

- We will send you a draft inspection report. You will have the opportunity to challenge any factual inaccuracies you find at this stage.
- We'll be quality-assuring reports to ensure they're consistent with how other GP practices or GP out-of-hours services have been inspected.
- We publish the final quality report on our website.
- When we have published all the reports from your CCG area, CQC will meet again with the CCG and NHS Area Team to discuss any themes, learning points and actions that need to be taken. Together, we'll act where practices are rated inadequate, but we'll also celebrate outstanding practice.