We are an independent organisation that checks health and social care for adults in England.

Our job is to make sure services give people good, safe and kind care.

We also want services to get better.

We check services in England to make sure they meet the fundamentals of care. This is the new name for rules about how good a care service has to be.
We tell people what we find out and give services a score to say how well they are doing. This helps people choose a service.

These are the things we believe in:

- we put people who use services at the centre of our work
- we are independent
- we work hard to get things right and are fair about what we do
- we listen to what people say and want people to be involved in our work
we work together with other organisations

we really want to do a great job. We expect to learn and get better all the time and expect services to do the same

we help make sure people are treated equally and fairly and get their human rights.
1. A message from the head of CQC, David Behan  

2. A message from Professor Steve Field, our Chief Inspector of GP and dentist Services  

3. Checking GP services  

4. What is happening when
In April we wrote our plans for 2013 to 2016.

The EasyRead was called: **Making Services Better, Putting People First.**

These plans had some very different ways to how we check services.

We made these plans after we asked lots of people what should be in them. People agreed we should do things like:

- have chief inspectors and expert teams who know about different services
● use scores to help people choose care

● tell people about good care

● get better at listening to people who use services.
People liked our idea to ask 5 main questions about a service:

1. Is it safe?

2. Is it doing what it should be doing?

3. Is it caring?

4. Does it change to meet people’s needs?

5. Is it well led?
We know we need to check different services differently.

We have thought about how we check GP services and how we do our other checks as well.

These must work together.

In Part 2, Steve Field, our new chief inspector for GP services says what we plan to do and how we plan to check them.

That is why these plans are so important. If these plans work they will make people’s lives better.

David Behan
Good health and social care starts with good GP services.

Usually people see their GP first to ask about any other treatment or care they need.

Doctors work closely with their community and other local care services.

As we get better at checking GP services we will check how well they work with others and help them change as local people’s needs change.
A poor GP service can affect a lot of people. Luckily we know from our checks that only a few are really bad.

We need to make sure people know about these bad GP services so they get better.

We also want to tell people about really good services so others can see how to get better too.

We know people don't expect much from their GPs. We want to change this so patients know what good care is and which GP services are the good ones.
The rest of this paper tells you more about how we will check these services and what are the most important things we want to look at.

How we look at care services working together, keeping children safe and health care in prisons are also important parts of what we do.

We will look at these plans early next year, 2014.

We want to make our checking better by working with lots of other people, services and the public to make sure we get it right.

Professor Steve Field
In a New Start, we said how we will be checking care services. These include how we:

- put services onto our lists so they can give a service
- how we use other information to keep an eye on how well services are doing
- listen to what people say about a service and use that information
- have experts help do the checking
• give services a score to help people choose which one they want to use

• take action to make services better

• take action to make sure people giving bad care are **punished**.

We are now working on the details about how we check these services. But we can’t do this alone.

This paper tells you where we are at the moment to give us something to start talking about.
The chief inspector’s job

Steve Field, the chief inspector for this area will be in charge of:

- checking GP services and out of hours services
- checking dentists
- checking mobile doctors and advice services
- how we look to see if services are working together
- how CQC works with other organisations that check services like prisons and children in care
CQCs work on safe medicines.

About GP services

Most people go to see their GP first about their health. Only 1 in 10 people go someone else in the NHS first.

GPs see 1 million people each day and send 50,000 on to see other people.

GPs see people about all sorts of problems, about 1 in 3 people have mental health issues.

GPs do lots of work on keeping people well and healthy.
GPs work closely with other care services.

Now most GPs work in larger groups and health centres.

They treat people for lots of things that used to be done in hospitals.

They are seeing more and more older people with more things wrong with them.

Lots of GPs are getting older and near retirement now as well.
Things to Do - Part 1
A new way of checking

The 5 Main Questions we will ask about all services

1. Are they safe?

This looks to see if places:

- are safe and clean
- support people, especially people who need to be kept safe.

2. Are they doing what they should be doing?

This includes checking to see if doctors:

- find out what is wrong with patients
• send patients on to see other people in the right way

• follow their rules about how to do things well

• keep people healthy and well.

3. Are they caring?

This includes:

• treating people with respect
• involving people in decisions about their care.

4. Do they change to meet people’s needs?

This includes checking to see if doctors:
• check what local people need and make changes to meet those needs

• make appointments accessible to everyone

• have ways of listening to what people are saying about them.
5. Are they well led?

This includes checking to see if GPs:

- support their staff

- give them training and help to do a good job

- work well with other local services.
We will work with GPs to write down what a good GP service looks like for each of these 5 Main Questions.

This will help us write a clear set of rules about a good service that everyone can understand.

**Using other information**

Even the best GP services can have problems.

We will look at these problems and use other information to keep an eye on GP services and decide if we need to go and check them.

This will help us find services that are having problems sooner.
This information will also cover the 5 Main Questions.

We will only make decisions about services when we have put all the information together and done a proper check on them.

We will work with others to plan this new way and test how it works with a group of different people to make sure it works in different places.

Having experts lead inspections

When we go to check a service it is called an inspection.

These are a main part of what we do.
Checking GP services will be led by experts with GPs and nurses as well. They might also have an expert by experience, someone who uses services.

We will inspect 1 in 4 services in each area every 6 months. This means by April 2016 we will have seen them all.

We will also work with our other inspectors looking at special areas of care.
Things to do - Part 2
Looking at how well care services work together

CQC has 3 chief inspectors in charge of checking:

1. Adult social care

2. Hospitals

3. GP services.

Steve Field, in charge of GP services, also looks at how well care services work together.

We will find ways to check how services in an area work together.
We will do special checks into areas of care to make sure people are well looked after when they move to different services.

How we will make these changes

We will make these changes working together with others.

We have already set up a special group to help us.

We will also have groups that just do a job and finish.

For example, we have already had one that helped look at how we check out-of-hours services.
Things to do - Part 3
Putting People First

We will put people at the centre of our work.

We will look at how good the services are for some groups of people and what good care looks like for them.

At the moment we think we should look at these areas, but we will check this out first.

They are:

- people over 75 and how well they are supported to keep healthy and independent

- people with illnesses that last a long time like Diabetes

- mothers, children and young people and services especially for them
people who are working. And how easy it is for them to see their GP or get a blood test

people at risk, including people with learning disabilities. And checking to see if they get a good service that meets their needs

people with mental health problems.

We will ask people more about how we plan to do all this in March 2014.

Involving staff and patients in our inspections

We will involve people in all parts of our work, including inspections.
We will listen to what people think about their local service before we do our checks.

We will test the best ways to do this.

We will also work with local groups like Healthwatch.

When we do inspections we will talk to patients and look at the care they get.

We will look at how GPs find out what patients think, check they have a good complaints system and do something about what they hear.
Things to do - Part 4
Helping GP services get better

We want patients to know how good their GPs are, so we will have scores for them by April 2016.

We will tell people if they are:

- **Really Good** (called ‘Outstanding’)
- **Good**
- **Need to Get Better** (called ‘Requires Improvement’)
- **Bad or Poor** (called ‘Inadequate’).
We expect GPs to tell patients what they scored as well as having the scores on our website and other places.

**Dealing with poor care**

We have now checked 1,000 GP services. A few of these were really bad.

This meant lots of people in those areas had a bad service, lots went to A&E instead.

We will have rules, called the **Fundamental Standards**, saying how good a service must be. We will ask people about what should be in these rules.

We will then be clear about what we will do if services are not good enough.

There are other organisations that check GPs so we will work closely with them to make poor services get better.
Things to do - Part 5
GP out-of-hours service

This is the doctor you can see when your GP is closed.

It can be difficult for these services when:

- staff do not know each other well
- they do not know patients
- they cannot get their records
people’s problems are often more difficult.

There have been several times when serious things have gone wrong.

So, it is important we quickly get better at checking these services.

We want to tell people about services that do a good job as well as those that are not good enough.

We will do some inspections before March 2014 to help get an idea of what services are like and how best to check them.
As usual we will be using the 5 Main questions and inspectors with different skills to score services.

We will look at how out-of-hours services:

- talk to other services
- treat people with urgent needs
- get good staff
- have worked to get better.
4. What is happening when

For GP Services

To March 2014:

- Working with others on the 5 things to do above.

- The Department of Health will ask people about rules for how services can get onto our lists.

- Meetings with other groups.

Spring 2014:

- Test our new ways of checking GP services.
• Ask people about the rules for how good services have to be (called ‘The Standards’) and how to score services.

Summer 2014

• Check how well our new ways are working.

• The rules for how good services have to be (called ‘The Standards’) are out.

• Test our new ways of working after we have seen how some inspections worked.
October 2014

- New rules and new ways of working start.

- First services given scores are out.

April 2016

Every GP service inspected and given a score.

For out-of-hours Services

To March 2014

- Working with others on the 5 things to do above.
• Test our new ways of checking GP services.

• Tell people about the main things we have found out from the first inspections.

Spring 2014

• Ask people about the rules for how good services have to be (called ‘The Standards’) and how to score services.

• Begin inspecting out-of-hours Services when we check GPs.
October 2014

- New rules and new ways of working start.

- First out-of-hours services scores start.

We will say more about how we will be checking Dentists soon.
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