

Dear _____,

We will be inspecting your location on ____/____/____.

When we monitor, inspect and regulate GP practices we want to make sure we look at the things that matter to the people who use them. During our inspections we will ask five key questions about the quality and safety of services:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive?
- Are they well-led?

As well as focusing on the five key questions, we will always look at how services are provided to people in specific population groups. For every GP practice we will look at the quality of care for the following six population groups:

- Older people
- People with long-term conditions
- Families, children and young people
- Working age people (including those recently retired and students)
- People whose circumstances may make them vulnerable
- People experiencing poor mental health (including people with dementia).

You can read more about our new approach in the provider handbook and appendices published here. We have compiled a quick guide to help you understand what to expect from our new approach to inspecting, see '[what to expect on inspection](#)'.

There are also a number of myth busters published on our website to help with some common myths about our inspections of GP and out-of-hours services and to share agreed guidance.

When an inspection takes place we gather information from a variety of sources:

- We talk to the CCG and the NHSE Area Team and look at data they produce.
- We look at our own intelligent monitoring data.
- We talk to your local Healthwatch.
- We may also talk to your local pharmacists, to local care home managers and to members of your community nursing team, health visitors and midwives.
- We will have reviewed the results of the National Patient Survey and look at comments on NHS Choices.

During the inspection we will look at other information using our key lines of enquiry. For example, we will; seek the opinions of your patients who use the practice, interview staff of all levels and check that the right systems and processes are in place.

We are particularly keen to seek the opinions of your patients. In addition to speaking to as many patients as possible on the day of inspection we like to meet with some members of your patient participation group.

We would like your help in informing your patients about our visit using the following methods:

Comment cards and posters

We will send you a quantity of posters and comment cards and a secure box for patients to put their comment cards in once completed. We would be grateful if you would display these where you think they would be most visible and have the most impact. Our inspectors will collect the comment cards during the inspection.

You will receive the comment cards, comment card box and posters in the post shortly after receiving this email.

Information request

To enable us to make the most of our one day in your practice we require the following information prior to our inspection visit:

- A copy of your current Statement of Purpose
- Action plan following results / findings from any patient survey carried out.
- A summary of any complaints received in the last 12 months, actions taken and how learning was implemented.
- A summary of any serious adverse events for the last 12 months, action taken and how learning was implemented.
- Evidence that the quality of treatment and services have been monitored, actions and outcomes as a result of this.
- Recruitment and training policies and procedures
- Number of staff by role and WTE (including qualifications & training)
- Evidence of the quality of care for the six population groups listed above.

An information request template is at the end of this letter. This explains the information and documents we would like you to submit to inform our inspection. This includes reference to the relevant key question and key line of enquiry (KLOE) we are requesting this information for.

We would prefer you to send this to us by email, please send to:
pmsinspections@cqc.org.uk.

If you are unable to send via email, please send it by post to the address below.

Please include our reference number, in any letter or email sent with the information.

At the start of the inspection there will be up to 30 minutes for you to tell us about what you do well in each of the key question and population group areas, what you are doing to improve those areas that are not so good and discuss significant event analysis and completed clinical audit cycles. We would like to hear about anything that you regard as outstanding practice. Any evidence presented to the inspection team to support this outstanding practice should clearly demonstrate its impact and outcomes.

It is very helpful if you can tell us about your practice population in the six groups that we identified above.

We have published a new online tool which brings together a collection of some of the most innovative and effective examples of outstanding practice that inspectors have found since the introduction of the new methodology, please read about these at

<http://www.cqc.org.uk/outstandingprimarycare>.

As part of the inspection, we may review medical records. We recognise that there are particular sensitivities about medical records held by GP practices. We will only use our powers to look at a patient's medical records where there is a necessary reason to do so. We will always refer to and apply the 'necessity test' set out in CQC's [Code of Practice on Confidential Personal Information](#). We have published information describing why we look at medical records during our inspections and how we will do this. This information can be found [here](#).

Please note that CQC inspection teams are not required to sign confidentiality agreements to be able to access records as have the powers to do so under the Health and Social Care Act 2008.

If you have any questions, you can contact our National Customer Service Centre using the details below:

Telephone: 03000 616161

Email: pmsinspections@cqc.org.uk

Write to: CQC PMS Inspections
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

If you do get in touch, please make sure you quote our reference number as it will assist us to respond to your query in a timely manner.

Yours sincerely

Please note: this is an example letter. The wording and information which we request may change slightly overtime.