

MEETING:	PUBLIC BOARD MEETING 21 May 2014
Agenda item and Paper Number	5 CM/05/14/05
Agenda Title	CHIEF INSPECTOR OF GENERAL PRACTICE UPDATE
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PURPOSE OF PAPER:

The Board is asked to note the progress made on the inspection of primary care services by the Chief Inspector of General Practice since the last Board meeting on 21 April 2014.

1. Summary

To update the Board on the activities of the Chief Inspector of General Practice.

2. GP Services (NHS and Independent)

Inspections of GP and OOH providers across CCG areas began on 28 April 2014. There are 3 groups; group 1 (consisting of 40) is now complete and we have commenced group 2 (consisting of 68). Intelligence sharing meetings have taken place with the relevant CCGs, user groups and with NHS England.

The recruitment of GPs as members of the inspection teams is progressing apace. In the early inspections there has been some difficulty in identifying a GP for every inspection. When this occurred the inspection date has been rearranged for when a GP is able to join the team, ensuring that the methodology is not compromised. We are also looking at how we would use locum GPs to fill in gaps at short notice. Heads of GP inspection have provided briefing sessions/training for those GPs to ensure they are fully aware of the requirements of the role, including providing this support at weekends. The allocation of GPs to inspections will ease and the numbers recruited steadily increase and we are able to provide notice of schedules for inspection in good time.

3. GP Out of Hours Services

All the national quality assurance panel meetings have been held and a total of 30 reports reviewed and assured. The remaining reports will be published on 28 May.

The national report is being drafted.

4. Dentistry

Dentistry discussions with key stakeholders are currently underway in order to shape the signposting document which is scheduled for the Board in July/August 2014. The

key question to address is what level of risk do dental practices present and do we have sufficient data to quantify/qualify this.

5. Medicines Management

We have received an update from Ashuk Soni, Vice Chair of the English Pharmacy Board, which confirms the need to increase the number of pharmacists on our team to cover the three inspection directorates. The final report is awaited.

6. Children and Health & Justice

The children's inspection team have brought their existing single agency inspection programme into the new directorate. To date the team have inspected how health services work together to provide help, care and protection to children across 17 local authority areas. Alongside this programme, plans have progressed for an integrated inspection programme that will commence in April 2015. The consultation on the approach for this programme is scheduled for public consultation in June 2014 and is the subject of a separate paper to the Board.

We are at the early stages of developing a New Approach for the inspection of "prison healthcare" - a current taxonomy term that will include all our joint inspection activity with other inspectorates in the health and justice field. Our existing inspection programmes include health services provided by youth offending teams in the community, related thematic work, secure training centres for children, young offender institutions, prisons and immigration removal centres (IRCs). On the latter, we are making contacts with a wider group of stakeholders including voluntary sector organisations that will enable us to hear the voice of people who have been detained in IRCs and inform our developing approach to inspections in that setting. Two key meetings have been with Medical Justice and Women for Refugee Women. It is planned to bring the New Approach "signpost" for prison healthcare to the Board in August.

7. Integration and themed reviews

Malte Gerhold's strategy team are working with Inspection Directorate colleagues to develop our proposals on how we regulate integrated care. We have secured a list of the organisations who put in bids for 'integration pioneer' status but narrowly missed out and intend to visit several of them to find out what is making them a success and help us build both a strategic position and an operating framework (the pioneers have had lots of external attention and we think there's merit in looking at other services who are delivering integrated care but have not perhaps had the same burden of scrutiny).

A paper on CQC's new approach to thematic activity is coming to this Board and PMS operations have had input to this. Our themed reviews of children's transition to adult services and dementia care (in care homes and acute hospitals) are approaching publication. The advisory board for our new themed report into end of life care is meeting for the first time later this month to launch that piece of work.

8. Intelligent Monitoring/Ratings

Work is ongoing led by Emma Rourke, Director of Intelligence within the Strategy and Intelligence Directorate. Outline proposals for ratings have been published in the handbook.

9. Recruitment

An interview for the Deputy Chief Inspector (South Region) is scheduled for 19 May.

Interviews have been held for:

- National Dental Advisor
- Regional GP Advisors
- Heads of GP Inspection (North)
- Head of Integration

Interviews have been scheduled for:

- National Nursing Advisor
- Head of GP Inspection (South)
- Head of Dentistry
- Head of Medicines Management

10. Engagement

On 25 April I hosted a CQC external consultation roadshow in Birmingham focusing on Primary Medical Services.

On 7 May I led a national PMS Directorate Conference in Birmingham attended by 200 CQC PMS colleagues. This conference was an opportunity for Inspectors and Inspection Managers to share their experiences of the early New Approach inspections for GPs and Out of Hours. Common questions arising from inspection activity were discussed and, as a result of specific questions about access to patient records, additional guidance is being developed for inspectors. The conference included a focus on developing CQC's values, asking all staff to individually identify the most important values for them in their work and the attitudes and behaviours that put those values into action.

I also attended the CQC Registration Conference in Birmingham on 15 May.

I have had the following speaking/interview engagements:

- NHS England Area Team Medical Directors (South of England)
- BBC Radio Five Live
- BBC Radio Cambridge
- UCLP/Ludwig Guttman Event
- NHS Birmingham Crosscity CCG/National Association of Primary Care
- NICE Annual Conference

Other stakeholder meetings include:

- BMA General Practice Committee
- Dr Nav Chana, National Association of Primary Care
- Professor Dame Sue Bailey, Royal College of Psychiatrists
- Dr Paramjit Gill, Medical Research Council
- Jim Dobbin, MP and Eric Ollerenshaw, MP

- Liz Kendall, MP
- Dr Nicolaus Henke, McKinsey & Company
- Professor Martin Green and colleagues, Care England
- Dr Mike Bewick, NHS England

The Out of Hours Task and Finish Group Meeting was held on 24 April and the GP Advisory Group Meeting was held on 29 April.

11. **Conclusion and Next Steps**

This report has provided a high level summary of activity. Further updates will be provided at future board meetings.

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Date 15 May 2014