



# How CQC Impacts on General Practice

A Practical and interactive Half-Day Workshop for staff in General Practice

The requirements of the Care Quality Commission (CQC) now impact on every GP Practice in the Country. Unlike some other requirements which focus heavily on the Policies and Procedures, the CQC is highly practically focused and address how the behaviours of staff impact upon the care of the patients.

Contrary to popular belief, there is nothing new in what the CQC requires. However, it pulls together a wide range of existing requirements under one ‘umbrella’ and details the “Essential Standards” of care that needs to be delivered by every member of the Practice Team.

This workshop is designed and delivered by Athelbrae Ltd who has a reputation for translating apparently complex procedures into simple, easy to understand guidelines. The practical and interactive workshop explains how the CQC Standards impact on staff and discusses what needs to be done (and why) to deliver these standards.

Delegates will understand the purpose of the CQC and what is required by Practices to meet each of the Outcomes and how their behaviour will ultimately determine how the CQC is ‘lived’ in their Practice.

**Learning Outcomes:**

By the end of the workshop, delegates will...

- Understand why the CQC requirements are so important in the Practice
- Identify and understand how each person’s behaviour determines the success of the CQC in their Practice
- Understand how the requirements impact on the Patient and understand the key aspects of each of the requirements
- Understand what will happen during a CQC Inspection

**Outline Programme:      Half day workshops of 3 hour duration**

<b>Introduction</b>	<b>Welcome and introductions. Why are we here?</b>
<b>Session 1</b>	<p>An Overview of the CQC</p> <p>What are the “Essential Standards”?</p> <p>How the CQC impacts on each staff member’s behaviour</p> <p>Viewing the ‘Patient journey’ through the Practice and how every interaction with the Patient is governed by the CQC Standards (Team quiz)</p>
<b>Tea/Coffee</b>	
<b>Session 2</b>	<p>An Overview of the key areas of the CQC Standards</p> <ul style="list-style-type: none"> <li>• Service delivery and complaint handling</li> <li>• Equality and Diversity</li> <li>• Information Governance and Confidentiality</li> <li>• Chaperones and safeguarding patients</li> <li>• Health and Safety, risk management and incident reporting</li> </ul> <p>What happens on a CQC Inspection Visit and the penalties for falling short?</p>
<b>Action Planning, Evaluation and Close</b>	