


Agenda Item 9

		THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE	
Boston Borough Council	East Lindsey District Council	City of Lincoln Council	Lincolnshire County Council
North Kesteven District Council	South Holland District Council	South Kesteven District Council	West Lindsey District Council

Open Report by Michele Hurst, Inspection Manager Primary Medical Services and Integrated Care, Care Quality Commission - Central Region

Report to	Health Scrutiny Committee for Lincolnshire
Date:	20 May 2015
Subject:	Care Quality Commission General Practice Inspection Update

Summary:

This is a short report to provide the Health Scrutiny Committee for Lincolnshire with an position statement on the progress and themes coming out of the Care Quality Commission's (CQC) inspections of General Practice in Lincolnshire.

When considering this report it is important for the Committee to bear in mind that the CQC is not subject to Local Authority Scrutiny, and the relationship is an informal one based on an understanding, trust and joint aspiration to improve health care services by sharing insight and complementing each other's roles. The Committee is asked to bear in mind that the CQC is neither a commissioner nor a provider of NHS-funded services.

Actions Required:

- (1) To consider the information presented on the themes arising from CQC's inspections of GP practices in Lincolnshire to date.
- (2) To determine whether the Committee would wish to receive further updates.

1. Background

The Care Quality Commission (CQC) began inspecting with the new approach General Practices in Lincolnshire in October 2014. Inspections that took place prior to this in the

period from April 2014 to October 2014 were called wave inspections to pilot the new approach methodology.

Inspections prior to October 2014 led to the production of a report. However, judgments were not made due to the pilot nature of the work. Some of these inspections highlighted breaches of the regulations. Those breaches are now being followed up via a full comprehensive inspection which will provide the appropriate judgment going forward.

Inspection Arrangements

Inspections are carried in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, which have replaced earlier regulations (The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010). For each inspection, five main questions are asked about a service:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

Safe, Effective, Caring, Response and Well-led are referred to as the five domains.

All CQC inspection teams gather and use information and feedback from people using services, their carers and families, and their representatives. This includes national data such as patient surveys, as well as people's stories sent to CQC. Local Authority Scrutiny and Local Healthwatch are invited to contribute evidence about people's experiences of care, as are other patient and public representatives and voluntary groups.

CQC also asks local partners, including Local Authorities, Health and Wellbeing Boards and Clinical Commissioning Groups (CCGs), to share information about the quality of services before our inspections. We are not responsible for monitoring commissioners of services but we work closely with them to share information about risks and the quality of local services.

During the inspections, our inspection teams check on different aspects of care, the environment, the staff and how the service is run. They observe care, talk to people using the services and their carers, and to staff, and check policies, records and care plans to decide on the quality of the care.

As well as an overall rating for each service against the five domains above, individual services are rated against these domains. The following ratings are made:

- Outstanding
- Good
- Requires improvement
- Inadequate

Inspection Findings

The CQC inspected twelve General Practices in Lincolnshire under the wave pilot. Three of those practices were in breach of the Regulations and one was served a warning notice.

The practice served with a Warning Notice has been inspected and has addressed the concerns and is now rated as a 'good' practice. The other two practices will be inspected soon.

The CQC has also inspected the eight locations of the out of hours service for Lincolnshire and found a few breaches of the Regulations. The CQC will be inspecting again to ensure the breaches have been addressed.

Since October 2014, the CQC has also inspected 22 General Practices. These inspections have identified a variety of breaches of the Regulations. Some of these reports are still to be finalised through the quality assurance process. Hence some of the following judgments may change.

1 is rated as overall Outstanding.

14 are rated overall as Good.

7 are rated overall as Requires Improvement.

Within the individual domains the majority of breaches are in the *Safe* and *Well-led* domain. The *Caring* domain has been outstanding for two practices and good for the remainder. The most common breaches of the regulations are:

Regulation 12 - Safe Care and Treatment; and

Regulation 17 - Good Governance.

Display of CQC Rating

Regulation 20A of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 requires service providers to display at their premises the most recent overall rating from the CQC, including ratings for each of the services provided. There are also requirements on each service provider to include a link on their website to the CQC's website where the most recent CQC report may be found.

2. Conclusion

The Committee may wish to note that the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 were introduced in November 2014, with amendment regulations effective from 1 April 2015. These regulations address the specific recommendations for the CQC in the Francis Report. Details can be found on CQC web site.

CQC is continuing with the inspection schedules for General Practice and expects to complete all the GP inspections by 2016.

3. Consultation

This is not a consultation item.

4. Background Papers

The following background papers were used in the preparation of this report:

CQC inspection reports of General Practice in Lincolnshire.

This report was written by Michele Hurst, Inspection Manager Lincolnshire, Leicestershire and Rutland who can be contacted via Michele.hurst@cqc.org.uk or 03000 616161.