

# Symphony

## Healthcare Services

*Passionate about Primary Care*

# CQC Support Packages: Primary Care

Version 1

October 2019

Review Date: April 2020

# Helping you prepare for when the inspectors call...

One of the most stressful aspects of running a GP Practice is dealing with CQC inspections. We know how important it is for you to get positive ratings with the CQC and that's why we have developed a number of support packages to help you and your team.

With 9 practices spread over 13 sites, Symphony Healthcare Services (SHS) has had its fair share of inspections and over the past three years and the organisation has developed a number of robust and tested packages in readiness for the CQC's comprehensive inspection.

We can offer a number of support packages for GP practices ranging from mock inspections to assistance with gathering evidence for the practice portfolio, policies, procedures and template risk assessments; we also offer post inspection support.

We will highlight areas of good practice and areas that require focused effort before the inspectors arrive.

## Experience to Date

*“No worries at all with SHS, it was clear that the learning from previous inspections had filtered through.”*

Since the organisations inception, SHS has undergone 16 comprehensive and focused inspections and as such has extensive experience of the preparation process, involvement required and areas of interest to satisfy the key lines of inquiry.

Following the introduction of the new inspection regime:

- SHS has been successful in obtaining a rating of ‘Good’ within 100% of the practices inspected over a 9-month period<sup>1</sup>;
- 50% of these practices received a rating of ‘Good’ on their first inspection;

In addition to the above, SHS has experience in the turnaround of practices in ‘special measures’.

## Case Study: Highbridge Medical Centre

Highbridge Medical Centre was previously inspected by the Care Quality Commission on 29 September 2015 and 2 August 2016 under the previous Provider. As a result of an inadequate rating the service was placed into special measures.

In October 2016 Symphony Health Services agreed to assist the practice to action the changes required to ensure the service was safe, effective, caring, responsive and well-led and on 1 April 2017 Symphony Health Services became the registered provider for the location.

Within a 7-month period, the practice’s rating moved from ‘Inadequate’ to ‘Good’.

<https://www.cqc.org.uk/location/1-3056640488>

## Rating Overview

The up to date rating overview for our practices can be found here:

<https://www.cqc.org.uk/provider/1-199810662>

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<sup>1</sup> Based on 6 out of 9 practices inspected: Crewkerne Health Centre (& West One Surgery) has not been included within this figure due to the extenuating circumstances within the practice (figures would amend to 86% and 43% respectively if included). Bruton Surgery and Highbridge Medical Centre are yet to be inspected.

## CQC Domains

We can help you achieve the outcome you need to meet your CQC Domains

### **Safe**

- you are protected from abuse and avoidable harm.

### **Effective**

- your care, treatment and support achieves good outcomes, helps you to maintain quality of life and is based on the best available evidence.

### **Caring**

- staff involve and treat you with compassion, kindness, dignity and respect.

### **Responsive**

- services are organised so that they meet your needs.

### **Well Led**

- the leadership, management and governance of the organisation make sure it's providing high-quality care that's based around your individual needs, that it encourages learning and innovation, and that it promotes an open and fair culture.

**There are five packages of support that SHS is able to offer:**

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## Package One

1. Pre/mock Inspection
2. Action Plan

We can visit your practice and carry out a detailed global or targeted inspection to help you understand how prepared you are for your CQC inspection. We will provide you with a detailed report highlighting any areas where there is room for improvement and, if required, we can support you to address these.

- One day on site undertaking inspection (7 hours)
- One and half day's detailing action plan off site (10 hours)
- Half day consultation on site (3.5 hours)

**3 days' support from Senior Managers at SHS (Clinical Director, Head of Nursing & Quality, Head of Operations, Governance Manager, HR Manager and an Administrator)**

**£4,500.00 + VAT**

## Package Two

1. **Pre/mock Inspection**
2. **Action Plan**
3. **Completion of Evidence Table**

We can visit your practice and carry out a detailed global or targeted inspection to help you understand how prepared you are for your CQC inspection. We will provide you with a detailed report highlighting any areas where there is room for improvement and, if required, we can support you to address these. We will also complete the evidence table which the CQC inspectors use on the day of inspection.

- One day on site undertaking inspection (7 hours)
- Two day's detailing action plan and evidence table off site (14 hours)
- Half day consultation on site (3.5 hours)

**3.5 days' support from Senior Managers at SHS (Clinical Director, Head of Nursing & Quality, Head of Operations, Governance Manager, HR Manager and an Administrator)**

**£5,500.00 + VAT**

## Package Three

1. **Pre/mock Inspection**
2. **Action Plan**
3. **Completion of Evidence Table**
4. **Standard Policies and Procedures**

We can visit your practice and carry out a detailed global or targeted inspection to help you understand how prepared you are for your CQC inspection. We will provide you with a detailed report highlighting any areas where there is room for improvement and, if required, we can support you to address these. We will also complete the evidence table which the CQC inspectors use on the day of inspection and provide a set of standard policies and procedures that have been ratified.

- One day on site undertaking inspection (7 hours)
- Two and half days detailing action plan, evidence table and policies and procedures off site (17.5 hours)
- Half day consultation on site (3.5 hours)

**4 days' support from Senior Managers at SHS (Clinical Director, Head of Nursing & Quality, Head of Operations, Governance Manager, HR Manager and an administrator)**

**£7,000.00 + VAT**



## Package Four

1. **Pre/mock Inspection**
2. **Action Plan**
3. **Completion of Evidence Table**
4. **Standard Policies and Procedures**
5. **Templates for Risk Assessments**

We can visit your practice and carry out a detailed global or targeted inspection to help you understand how prepared you are for your CQC inspection. We will provide you with a detailed report highlighting any areas where there is room for improvement and, if required, we can support you to address these. We will also complete the evidence table which the CQC inspectors use on the day of inspection and provide a set of standard policies and procedures that have been ratified. This package also includes templates for risk assessments and risk register.

- One day on site undertaking inspection (8 hours)
- Three day's detailing action plan, Evidence Table and pulling together policies and procedures off site (23 hours)
- One Day consultation on site, including meeting with staff on interacting with CQC Inspectors (8 hours)

**5 days' support from Senior Managers at SHS (Clinical Director, Head of Nursing & Quality, Head of Operations, Governance Manager, HR Manager and an Administrator)**

**£9,000.00 + VAT**

## **Package Five**

### **Post – Inspection Support**

- 1. Review of the published CQC report**
- 2. Mock Inspection**
- 3. Action Plan**
- 4. Completion of Evidence Table**
- 5. Standard Policies and Procedures**
- 6. Templates for Risk Assessments**

If things haven't gone well with an inspection, don't worry, we can help you. We will undertake a review of your published CQC report and completed evidence table and undertake a global inspection of your practice. An action plan will be developed from the key areas of concern highlighted from your CQC inspection and incorporate any additional findings from the global inspection. We will help to address all remediation points and provide policies, procedures and templates for risk assessments and risk as required.

- Two days reviewing CQC Report and drafting initial action plan (14 hours)
- One day on site undertaking inspection (8 hours)
- Three day's detailing action plan, Evidence Table and pulling together policies and procedures off site (23 hours)
- One Day consultation on site, including meeting with staff on interacting with CQC Inspectors (8 hours)

**7 days' support from Senior Managers at SHS (Clinical Director, Head of Nursing & Quality, Head of Operations, Governance Manager, HR Manager and an Administrator)**

**£13,500.00 + VAT**

## **What can you practically do before the inspection?**

### **Get Informed**

Read up on the Key Lines of Enquiry to ensure you know what the CQC will be looking at. This will help you review the areas they may inspect and prepare for their questions.

### **Good House-Keeping**

Ensure records are up to date, policies, care plans and risk assessments are current, complete and have clear lines of responsibility. Make sure offices are clean and tidy, all staff wear name badges and noticeboards are current.

### **Communication**

Make staff are aware that the inspection is taking place. Ensure staff and stakeholders are informed of and are clear about your policies and procedures. Share best practice across all your teams.

### **Gather Evidence**

Evidence is required to back up your service across the board. Gather evidence that your policies are effective, that service users and staff are consulted and that lessons learned are shared and improvements made.

### **The Right Support At The Level You Need**

Wherever you are in your inspection cycle, we have support to make life easier and maximise your potential to achieve positive ratings. Whether you need help with the new PIC form (which replaces PIRs) or a whole-scale review with mock inspection, action plans and training, we can guide you towards a good outcome.

Do you have a CQC Inspection on the horizon? We can help you prepare. Our team of experts can help you carry out detailed audits and provide support to address any areas of concern ahead of CQC Inspections.

## Next Steps

To discuss what package might be suitable for your practice, or to book, please make an appointment via:

[SHS.AdminTeam@YDH.NHS.UK](mailto:SHS.AdminTeam@YDH.NHS.UK) or call 01935 383166

**Symphony**  
Healthcare Services  
*Passionate about Primary Care*