

To all practices

8<sup>th</sup> June 2020

Dear Colleagues

### **CQC Emergency Support Framework [ESF] Discussion Questions**

I am writing to highlight to all GP practices the introduction of the CQC Emergency Support Framework; as already advised the CQC Inspection process has paused but CQC have decided to implement a support process to their inspected sectors.

I enclose a list of discussion questions that a CQC Inspector may wish to cover, during what will be a pre-booked remote telephone call, within a mutually agreed notice period. The LMC understands all questions may be covered. The LMC has received feedback in relation to early examples of such CQC ESF calls to practices and this includes the following:

- 1) No long responses are required from practices and the questions are likely to be noted in a Yes/No format by the Inspector
- 2) There is no need to prepare a pack of supporting documentation for submission or discussion
- 3) The CQC Inspector is unlikely to ask for further details unless the Practice responds to a question by saying No or not appearing to know whether the point in question has been addressed by the practice

One Practice Manager's summing up of the experience to her colleagues was: *So, there you go. Do not agonise, do not overthink, and practise saying "YES" and you can save yourselves a whole load of stress.*

If a practice receives a request for such a call and believes that, beyond the fact that they are a GP practice delivering patient care during a pandemic, there is some more substantial reason for seeking to defer such an offer of support, please initially discuss this with the CQC Inspector, but if there are continuing difficulties contact the LMC.

I appreciate colleagues may wish to know whether or not they are likely to receive such an "Inspection", the LMC understands factors that may be taken into account include:

- Current CQC rating
- Time since the last CQC Inspection
- Breaches of any Regulations
- The CQCs predictive model score [which is an aggregate of data available to CQC on various practice related activity]

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I appreciate colleagues will probably find it difficult to put into words exactly how they feel about this CQC initiative, but I hope that by highlighting these questions it will be a less challenging process.

The outcome of this ESF call will not be published on the CQC website.

The LMC would very much appreciate further feedback from practices having a ESF call.

If colleagues have any queries about CQC please contact the LMC.

With best wishes

A handwritten signature in black ink, appearing to be 'JP', followed by a long horizontal line extending to the right.

Dr Julius Parker  
**Chief Executive**