

To: All Practices in SSLMCs

23<sup>rd</sup> November 2017

Dear Colleagues

### Update – CQC Next Phase of Regulation

I enclose a copy of an update the CQC has provided on its next phase of regulation. This will be gradually rolled out over the next year.

Unfortunately, not all details of the inspection process are yet available and the LMC is deferring its planned CQC – LMC workshops until early next year. However, important features that are already known include:

- A new inspection framework has been published; this is available at:  
<http://www.cqc.org.uk/assessment-framework-nhs-healthcare>

This describes the questions that CQC will be asking, but in general terms only, not the detailed queries that practices will be asked to demonstrate. These are divided into the five domains that already exist, that is; safe, effective, caring, responsive and well-lead. What is more helpful is more detailed descriptions of what CQC believe would define outstanding, good, requires improvement and inadequate in these areas, so practices could look at what they do in these areas and benchmark against CQC expectations.

- The five-year cycle for the 93% of GP practices that are now good or outstanding is confirmed; around 20% of such practices will be inspected each year. CQC have confirmed that from April 2018 most practice inspections will be 'focused' rather than 'comprehensive' which should reduce the workload associated with each inspection and numbers of staff CQC need to be involved.
- CQC are using an 'insight model', which uses publicly available, though not necessarily very up to date, information already collected by the NHS, together with 'local intelligence' drawn from closer working with the CCGs, which hopefully won't be an oxymoron, together with a new system of 'provider information collection'. Together this aggregated information is supposed to better prioritise the CQC's inspection process both in terms of timing of visits and areas of the practices' work CQC wish to inspect.

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- The 'provider information collection' refers to a new annual data submission CQC is asking practices to make. This is being deferred for now until CQC have developed a digital platform to undertake this in addition, the aim is to link the information CQC are requesting with other information collection requests, such as the eDEC, although the LMC/GPC are arguing for a single annual submission process and then NHS England and CQC can use such information as they require from this, to avoid duplication of workload.
- CQC are promising their Inspection Reports will be shorter and easier to read, which will hopefully make them more consistent and available in a more timely way.

I hope this background is helpful; can I remind all practices in both Surrey, Sussex and London that the LMC CQC Observer Scheme is operating: if you are having a CQC inspection and would like an LMC Officer present for part of this, please let the LMC Office know and the LMC will do its best to field an observer for at least part of the day.

With best wishes.

Yours sincerely

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**