

Feedback from our local CQC inspector on how to get outstanding

- Outstanding practice needs to be innovative or different
 - You will not necessarily get outstanding if you just copy something that someone else got outstanding for
- Many practices do not get outstanding because they cannot evidence the outcome following the change in practice:
 - It isn't good enough to say that something has had a positive effect
 - Patient questionnaires; increased patient satisfaction, patient knowledge of their illness, less complaints
 - Patient outcomes, i.e. improved healing times, reduction in 999/ED visits, improved medicine compliance, increase in attendance to long-term health clinics
 - Significant Events, i.e. reduction in harm incidents but an increase in near miss events, improved staff cultural survey results
 - Audit results

Useful links

- [CQC examples of outstanding GP practices](#)

Examples of 2019 outstanding CQC inspections

- [Portsmouth Group Practice](#)
- [Northbrook Group Practice](#)
- [Maidstone Road Rainham Surgery](#)
- [Stanmore House Surgery](#)
- [Silverdale Family Practice](#)
- [Bellingham Practice](#)
- [Barlow Medical Practice](#)
- [Awburn House Medical Practice](#)
- [King's College London NHS Health Centre](#)
- [Radbrook Green Surgery](#)
- [Shevington Surgery](#)