

What can the WHCCG Quality Team offer Primary Care Practices?

CQC works to a five-year cycle of inspections, so if your last inspection date reflects this timing you should consider that an inspection will be highly likely to happen in the near future. CQC is also bringing forward reviews in practices where areas for improvement had been identified. Local CCGs have noted that there have been changes to the format of the visits since the last round of visits.

The quality team is able to support you to prepare and feel ready for your inspection by offering to undertake a:

Supportive Quality Visit (SQV)

- This involves the team visiting the surgery, observing how things work in practice and speaking to staff and patients to identify areas of good practice but also to highlight any areas for improvement. We will write a short report reflecting this.
- This visit is usually carried out 3-12 months prior to your expected visit to give you time for any actions
- All observations are based on the principles of the five CQC domains.
- Staff benefit from practicing how to answer questions and it provides time for them to consider the information they need to be aware of to respond confidentially to the inspectors.

Fresh Eyes Visit

- This is similar to the SQV but focuses on anything that can be amended/changed in a short period of time if there has been minimal notice of the visit.
- We usually undertake these when you have been informed that a CQC visit is planned within the next two weeks.
- We can also listen to your CQC presentation to help you identify any other areas you want to include and maximise your opportunity to highlight outstanding practice.

Infection Prevention Review

- Based on the Health & Social Care Act Outcome 8
- This review can be used as your annual IPC audit
- Takes roughly 3 hours and provides you with a report and action plan
- Identifies changes you may want to make
- Identifies the support and resources the CCG can provide you
- Acts as training for your IC lead

If you would like to arrange a visit please contact the nurse facilitator for your area; the nurse facilitators will also call practices if we are predicting a CQC visit could take place within the next 12 months.

Mid Hampshire - susan.richardson25@nhs.net

South Hampshire - nickirogers@nhs.net

West Hampshire maria.garrett-marley@nhs.net

Whole area and Infection Prevention: Vivienne.oconnor@nhs.net

Or email the quality team at WHCCG.QualityTeam@nhs.net

Please contact the team if you require any support with CQC preparation and/or Incident reporting.