

CQC Compliance

A CQC inspector could visit your practice at any time.

Are you confident that your surgery premises are up to scratch?

Here are some practical tips from GP Surveyors to help you pass your inspection:

1) See your surgery through the eyes of a patient

The CQC (Care Quality Commission) will be asking your patients and staff what they think about their experience of your surgery. Make sure you get in there first!

Can a patient speak to reception staff in private; are all the rooms accessible in a wheelchair; do you cater for the visually impaired; is the internal decoration looking a little dreary and tired?

Hold a focus group, introduce a suggestion box or carry out a questionnaire. Make sure you respond to the feedback that you receive!

2) Know everything about your premises

Walk around your surgery, both inside and out, looking for any faults or issues, e.g. cracks in the walls, leaky roof, damp or peeling paint. Make a record of what you see each month and act on your findings.

Ensure you seek advice on any structural defects to avoid a small fault spiralling into a major financial liability.

3) A lick of paint goes a long way!

There is a lot to be said for giving a surgery a quick lick of paint! The premises will feel brighter and cleaner, and your staff and patients will really notice the difference.

Also consider enhancing your infection control measures by installing floor coverings with rolled up edges, hiding any pipework and adding elbow lever taps.

4) Commission a CQC Property Audit

We strongly recommend having a full CQC Property Audit by a specialist every few years.

A comprehensive survey assesses your surgery in relation to national guidelines such as the Disability Discrimination Act (DDA), and rates the premises in terms of its physical condition, space utilisation, functionality, quality, environmental performance, and health and safety.

The report also includes suggestions for improvement.

5) ALWAYS have a plan

Compiling a maintenance plan can help you avoid sudden unexpected outgoings e.g. replacing a roof or heating system.

A maintenance plan sets out what work you'd like to have done, when you want it to happen and how much it will cost. This helps you to better manage your finances, save money, improve patient experience and show the CQC how you plan to keep your surgery up to scratch.

