**LLR LMC LIAISON MEETING WITH CQC – WEDNESDAY 30TH JANUARY 2010**

Introduction

LLR LMC asked to have a liaison meeting with CQC and local inspectors to build working relationships and get a better understanding how the CQC works in order to support our members.

Melanie Whittall (Inspector for West/City practices) and Rachael Scott (Inspector for East practices).

GENERAL DISCUSSION

EVIDENCE TABLES - MW gave an update on how inspections are evolving and how CQC now producing short reports a larger evidence table. The evidence tables will change as it appropriate. There was a discussion whether the LLR LMC could be informed on when changes happen and what are the changes, so LLR LMC can inform our members.

WHO ATTENDS AN INSPECTION – Clarity was asked whether the type of inspector that attends an inspection is consistent e.g. GP inspector, PM inspector? CQC said that it is dependent on a number of different factors such as list size/dispensing practice and who was available on inspection days. Once the report is finalised, they are reviewed by management to make sure all reports are consistent and occasionally can be reviewed by a national panel.

REMEDIATION - A discussion took place on the timeframes for remediation for practices and whether the CQC will return before notice period. CQC explained the timeframes and the 4 levels which will be included within the final report. Dependant on the level e.g. requirement notice, warning notice.

PERCEPTION – It was recognised by all that there is still a perception within General Practice that CQC is there to ‘catch practices out’, whilst CQC strongly say this is not the case, with perception there it will take a long time to remove that perception. The CQC have now introduced observed inspections to make sure inspectors are following correct and consistent processes. It was suggested that the LMC could produce a feedback template for practices which is presented to the CQC anonymously, so practices do not feel they may be penalised by feedback.

Annual Regulatory Reviews – The CQC has introduced Annual Regulatory Review which will happen in a 5-year cycle of inspections. Practices will be required to send monitoring information to inspectors annually, with the information provided the CQC will decide whether they are happy with the information provided or to trigger an inspection. This way inspections will become more focused.

TRIGGERS FOR INSPECTIONS – CQC highlighted the triggers for an inspection:

* New registrations,
* timescale of last inspection,
* whistle blowing,
* adverse information.

FORMAT OF INSPECTION DAY – The LLR LMC asked whether the format of inspection days will change in the near future, as it was recognised by all that inspections put a lot of pressure on practices, which can have an impact on patient care for that day. The CQC explained there were no plans yet for any change. However, if a staff member is asked to present a document etc and they cannot locate it on the day, they can send it to CQC after inspection.

1. Top tips/key themes from CQC

Fridges

* daily temp checks and recording information. If not correct, what practice has done to rectify
* monitoring, stock rotation and not overfilled with stock.

Policies

* Knowing own policies and following them.
* Practices don’t need to reinvent the wheel, but if they have adopted a particular policy say that practice has adopted X policy.

Record Keeping

* Minute meetings/discussions