Routine Monitoring GP Visit Template

Area Visited:
Date and Time of Visit:
In attendance:

15 step audit (five senses on first 15 steps into the site visit area):

Domain:	Key Lines of Enquiry and Findings:
SAFE	***Safeguarding and protection from abuse (inclusive of H&S)*** *Does the practice have a procedure(s) in place for safeguarding adults and children?* *Do staff have the appropriate levels of safeguarding training?* *Is the facility well maintained and clean?* *Is equipment appropriately tested, used and stored appropriately and within date for use?* *Is there a robust recruitment procedure in place? (Is there a policy on DBS)* *Are staff appropriately trained in Health and Safety?* ***Managing Risks*** *Staffing – is the service fully established? If not how is a safe, service delivered.* *Can staff tell you about risks to their service and how they are being managed?* ***Safe care and treatment*** *Are records managed in accordance with best practice? Are they safe and secure? Is documentation clear?* ***Medicines Management*** *How are medicines and medicines related stationary managed?* *Are people receiving appropriate therapeutic drug and physical health monitoring with appropriate follow-up in accordance with current national guidance? (Select condition to review).*

	Track Record _How well is safety monitored in the service?_ **_Learning when things go wrong_** _Do staff know how to raise their concerns, to record an incident/near miss?_ _How are lessons learnt shared? Can you tell me about an example of learning you have recently received…_
EFFECTIVE	**_Assessing needs and delivering evidence-based treatment_** _Is there a system in place to respond to new NICE guidance?_ _Select a piece of NICE guidance and review 3 cases and the application of this guidance._ **_Monitoring outcomes and comparing with similar services_** _Is outcome data routinely monitored in the practice?_ **_Staff skills and knowledge_** **_How staff, teams and services work together_** _Are all staff involved in planning and delivering the service?_ **_Supporting people to live healthier lives_** _Is their health promotion literature and resources available in the practice?_ _How are people supported to manage their health conditions?_ **_Consent to care and treatment_** _Do staff understand the MCA?_ _What do staff do when a person lacks capacity to make a decision?_
CARING	**_Kindness, respect and compassion_** _Observe staff engaging with patients and record observations._ **_Involving people in decisions about their care_** _How do staff involve patients in decisions?_ _Speak with patients/carers/family members and record their experiences_

	of involvement in decisions. **Privacy and dignity** *Are chaperones used? Does the practice have a policy?*
RESPONSIVE	***Person-centred care*** *Is the environment suitable for the care delivered?* *Is the environment accessible for a service user with a disability?* ***Taking account of the needs of different people*** *Observe and understand how the following groups needs would be met by the practice; End of Life; Disability and Children.* ***Timely access to care and treatment*** *What is the current waiting time for a routine appointment?* *How do patients access emergency appointments?* *How are patients prioritised?* ***Concerns and Complaints*** *Do staff know the complaints procedure?* *Is the procedure well advertised?*
WELL LED	***Leadership capacity and capability*** *Is leadership visible? Are leaders approachable? Is there succession planning?* ***Vision and strategy*** *Does the service have a vision and strategy? Do staff know what it means? Is the strategy aligned to local area plans?* ***Culture of the organisation*** *Do staff feel supported, respected and valued?* *Do staff feel proud to work for the organisation?* *Is there a strong emphasis on the health and wellbeing of staff?* ***Governance and management*** *Does the organisation have a clear governance structure?*

Are there robust arrangements in place to ensure accountable individuals are apprised on the quality and safety of the service they6 are delivering?

Management of risk and performance
Does the practice have a risk register?

Is there a process in place for reviewing and managing risks?

Management of information
Have there been any IG Breaches? How have they been learnt from and managed?

Engagement and involvement
Is there a PPG? Ask staff how the PPG have influenced a recent change in practice?

Learning, improvement and innovation
Is the practice Research Ready?

Summary of the highlights from the visit	
Positive exceptions:	
Negative exceptions:	
Risks requiring immediate attention:	

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