

Date of Practice visit - / /



Pre- Practice Visit Questionnaire (to be completed by the practice)

NOTES FOR COMPLETION:

- Sections highlighted in yellow should be completed by all practices
- Sections highlighted in green should only be completed if the practice has not had a full CQC inspection in the past two years(from date of practice visit) or if a CQC inspection/Annual Regulatory Review(ARR) has identified that improvements are required(i.e. requires improvement rating or partial compliance)

PRACTICE DETAILS			
Practice Name		Practice code	
Practice Manager			
GPs	Number of GPs and roles; e.g. Partner, Salaried etc	Clinical sessions per week	Any other roles
	GP 1 – Partner		
	GP 2 etc		

Practice Nursing Team	Grade/bands and Roles (e.g ANP)	Hours per week	Nurse prescriber Yes / No
Health Care Assistants	Number of HCAs (wte) and current roles in practice	Training for roles. Have each HCA completed the care certificate?	
Admin Staff	Practice Manager WTE	Number of WTE reception /admin staff	
Other professional staff	Roles in the practice	Hours worked per week	
Staff training	How do you ensure Practice staff are compliant with mandatory/statutory training? Give details of what is included in your mandatory and statutory training.		

		Description
List size		
Demographics (CCG to add relevant web link for practice)	https://fingertips.phe.org.uk/profile/general-practice	
Disease Prevalence data	<p>Practice to review their disease prevalence and comment on any outlying areas.</p> <p>Practice to note any work done to validate disease registers</p>	
Access	Process for Telephone advice / consultations	
	What happens when all appointments on the day are booked	
Extended Access	How are you utilising extended access within your practice	
Online services	How does the practice manage access to online medical records, appointments and medication requests	
Local Primary Care schemes	Practice to confirm that	Note: The CCG will select a scheme(s) and will review the requirements at the practice visit.

	it is meeting the reporting and quality requirements of local primary schemes signed up to.	
Minor Surgery (as part of additional services, cautery, curettage and cryotherapy)	Do you provide this for other practices Who undertakes this?	
Equipment	Describe the process for checking/ calibrating equipment in the practice	

Information Governance		
		Description
Management of clinical information	Practice to describe how clinical information is received and managed.	
	Who codes data from mail/ results?	
	How is the quality of summarising and read coding quality assured in the practice?	
Results	How are results processed in the practice?	

	How is a patient informed of an abnormal result?		
Chronic Disease Management			
		Description	
Chronic disease management	How do you ensure housebound patients receive appropriate review/ monitoring?		
Recall	Describe the process for recall of patients with chronic disease		
	What is the minimum disease recall in months	condition	recall
		Asthma	
		Diabetes	
		Hypertension	
AF			
How are DNA's managed?			
Are any patients excluded from recall if so why?			
Do you have an exception reporting policy?			
Clinical management	How do you ensure new clinical guidance is implemented in practice?		
	Give an example of how		

	a recent NICE clinical guideline [<i>within the last 12 months</i>] has been adopted in practice	
	How is clinical information disseminated to the whole clinical team?	
	How are templates updated?	
	Describe the system of clinical meetings in the practice	
	Please describe any clinical audits that have been undertaken within the last year	

CLINICAL GOVERNANCE ISSUES	
	Description
1.Patient and Public Involvement	
Is there an active patient group?	
Describe the practice complaints process.	
Does the practice record compliments?	
2. Risk Management	
High risk Drugs How are high risk drugs monitored in the practice?	
Medical Alerts How are CAS alerts processed in the practice?	
Safeguarding	
How do you ensure the safety of staff and service users? Is there a policy and	

procedure in place for managing challenging behaviours against staff or other service users?	
Does the practice have a safeguarding policy and procedure in place? Does this policy include safeguarding training for children and adults and reference safeguarding supervision?	
CQC	
Evidence of work done to address any actions identified by CQC	
Staff and Staff management	
Do all staff have PDP/ training plans?	
DBS	
Describe the process for DBS checks for staff	
Do all clinical staff have a current DBS check on file?	
What risk assessment is undertaken for other staff?	
Accessible Information Standard	
Assurance statement around compliance with DCB1605 Accessible Information (the Accessible Information Standard); this standard directs and defines a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients, service users, carers and parents, where those needs relate to a disability, impairment or sensory loss. The Standard applies to service providers across the NHS and adult social care system, and	

<p>effective implementation will require such organisations to make changes to policy, procedure, human behaviour and, where applicable, electronic systems.</p> <p>Does the Practice have effective systems and processes in place to comply with the Accessible Information Standard?</p>	
<p>Emergency Preparedness, Resilience and Response (EPRR)</p> <p>Assurance statement around emergency planning and business continuity including:</p> <p>Does the practice have an EPRR/ Business Continuity lead? – if Yes please provide name and contact details</p> <p>Does the practice have a Business Continuity Plan in place (including effective arrangements for responding to severe weather)?</p> <p>Does the practice have a Critical Function list (Fuel Disruption) available?</p> <p>Does the practice have effective arrangements for dealing with an outbreak (infectious disease/ pandemic influenza)</p>	

RECORD OF CLINICAL SUPPORT VISITS				
Visit	Date	Practice staff present	NHS England and NHS Improvement / CCG staff	Duration
1				
2				
3				
4				
5				