

The basics

What is CQC and what is our role?

The Care Quality Commission (CQC) is the Government's independent regulator of health and adult social care services.

We register hospitals, care homes, dentists and domiciliary care services, as well as a variety of other services, and monitor them to ensure that they are meeting the essential standards. If necessary, we take action when standards are not being met.

From April 2013, we'll also be regulating GPs and other primary medical services.

Registering with CQC

All GP practices and other primary medical services have to be registered with us by April 2013, under the Health and Social Care Act 2008. The registration process is now underway.

What will it mean for GPs and other primary medical services?

Our goal is to ensure that the essential standards are met across the sector for the benefit of patients and professionals. We know some people who work in primary medical care are concerned about what will be involved in registration and meeting the essential standards, but we expect that most of you will already be compliant with most or all of the standards, and will be able to prove compliance relatively easily.

How will being registered with CQC benefit the Practice and patients?

Benefits for the Practice

- You'll assure patients, commissioners and the Government that you're delivering the kind of quality and safe care everyone has the right to receive.
- We'll have the power to prosecute, fine or cancel the registration of services offering poor care in your area.
- We work directly with the primary care sector to protect patients and support care providers to meet essential standards.
- Our inspections aren't a box-ticking exercise, but focus on patient outcomes.
- We don't take a 'one size fits all' approach. We tailor our judgments' and expectations to your specific type and size of service.
- The information we publish about you on our website will allow the public to see if GP practices and other primary medical services are meeting the essential standards.
- You can link from your website to official CQC information about your service so that visitors to your website can be reassured that your service is meeting the essential standards.
- If you're meeting the essential standards, your staff can be reassured that they'll be supported by you to provide care and treatment to patients.
- Your CQC inspector will get to know your service personally and have a good understanding of other local services.
- Our essential standards cover all health and social care services so you know what you can expect from other care organisations you work with.

Benefits for patients

- We protect patients by tackling poor care and unsafe care services.
- Patients can be assured that practices are inspected regularly and are meeting the standards they should be able to expect.
- The information we publish will help patients make informed choices about where they receive care and what they can expect.
- Patients can communicate directly with CQC if they have concerns about their care or want to give us feedback.
- Our judgments are patient-focused and we check if patients' experience of care is what they should be able to expect.
- Patients should experience consistent standards of care, whether they're receiving health or social care, because the essential standards apply to all health and social care services.
- Patients will know that they're being treated by staffs that have the right qualifications to do so.

Practice registration

The Practice needs to be fully registered by April 2013. The whole process takes place online and we have created accounts for the designated personnel in the Practice to complete application and sign the declaration for submission to the CQC.

An overview of registration

We have registered as follows:

- Our organisation.
- This location we are providing care from and the legally regulated activities we offer.
- Nominated people who will share legal responsibility for ensuring that the essential standards are met. (The Partners)

We will be declaring if the Practice meets all of the essential standards between the 20th November and the 17th December 2012 as this is our allocated window to complete this.

The standards the Practices will need to meet

There are 16 essential standards of quality and safety, which come under five main areas of care:

- Treating people with respect and involving them in their care
- Provision of care, treatment and support that meets people's needs
- Caring for people safely and protecting them from harm
- Staffing
- Management

What happens after the Practice has submitted our application?

Once the Practice has submitted our application, the CQC will check it for missing documents or incomplete information before allocating it for assessment by the relevant CQC region.

If the CQC agree to our registration, we will send you a NoD to confirm this.

If the CQC decide not to register us in the way that we have applied, or they do not think they should register the Practice, the CQC will send us a notice of proposal to explain why. A standard application for new providers and managers should take eight weeks from the date we validate the Practice application to when we serve a notice of decision (NoD) which sets out our decision about your registration.

The CQC will usually complete validation of your application within five working days of receiving it. The CQC will send us a confirmation letter once this has been completed.



The North Road Suite Patient Participation Group – how the members are involved

The Practice is involving the North Road Suite Patient Participation Group (*Patient representation group made up of patients registered at the North Road Suite*) in the CQC registration processes. You will be able to find out more from the group in the 2nd edition of their Newsletter in spring 2013.

Dr N Chandra – Senior Partner will be the Registered Manager.

Lynne Bolton – Practice Development Manager will be the administration lead.