



## Checking your GP for the care you should expect to get



Easy Read version of:  
What standards you have a right to expect  
from the regulation of your GP practice

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## About this leaflet

This leaflet is for anyone who gets treatment or care from a GP service in England.



It says:

- what care you should get

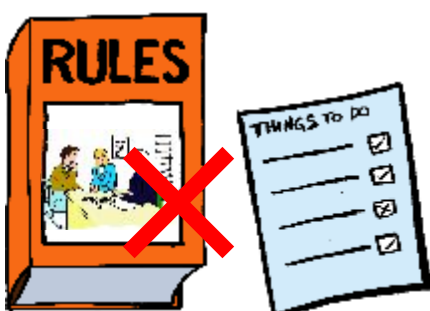


- what to do if you get bad care



- how we make sure GPs stick to our **standards** or rules about good safe care

**Standards** are the things that all GP services must do well enough. If GP services meet these standards they should be giving people good care and support.



- what we can do if they break these rules.

# About the Care Quality Commission



We are the Care Quality Commission

We check all health and adult social care services in England.

We are independent and not part of the Government.



We check services run by:

- the NHS
- local councils
- private companies
- voluntary groups.



We look after the rights of people who need extra support, including people treated under a law called the Mental Health Act.





As well as GP services we also look at other services like:

- dental practices



- hospitals



- ambulance services



- mental health services



- care in residential homes and nursing homes



- agencies that give care in your own home.

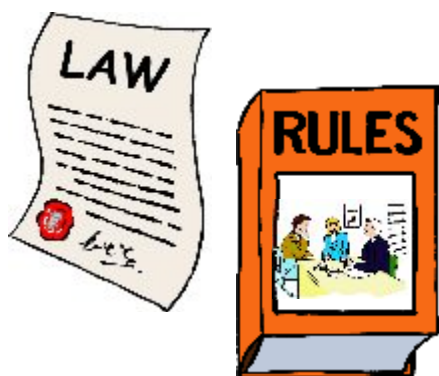


We think about people who use health and adult social care services in everything we do.

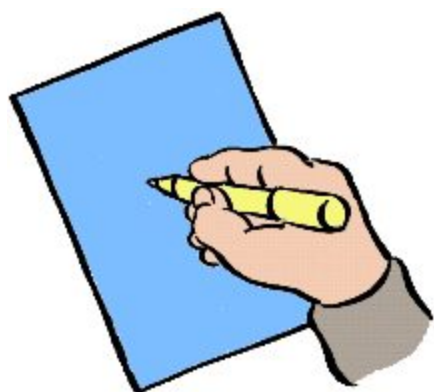


We act quickly to stop bad care.

## Registering and checking GP services



The law says that all GP services in England must make sure their services meet the national care standards.



We **register** GP services. This means we put their name on a list if they show that they meet these standards. Only GPs on this list can run services.



We check that GP services are meeting the standards. We can check at any time if we think they are giving bad care.

If a GP service does not meet the standards, we can tell them to change things and then check them again.



The next pages tell you more about the standards you should get from your GP service.

# What to expect from your GP service

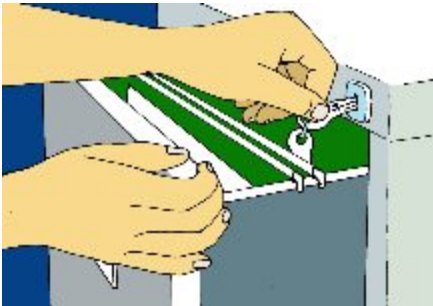


## 1. Your GP service should respect you, involve you and tell you what is happening:

- they will involve you or someone who can speak for you when they talk about your treatment or care



- they will support you if you need help to make decisions



- they will respect you, keep things private and treat you in the way you want to be treated



- they will ask if you agree to treatment before they give it to you.





### **For example:**

Aneesa and her family do not understand English very well and find it easier to use Urdu.

Her GP has information about different treatments in other languages.



This means Aneesa can understand and agree to the medicine her doctor wants to give her daughter for a sore throat.



## **2. Your GP service should give you the right care, treatment and support that meets your needs:**

- they should find out the best way to give you good, safe care and support your rights
- you and your GP should agree what care will keep you healthy and well





- they should work with other services and share information to make sure you get the healthcare you need



- staff will respect your culture and the language you speak, your age, whether you are a man or a woman, whether you are gay, lesbian, straight or bisexual, your religion, belief or disability.



### **For example:**

Andy is 65 years old and went to his doctor because he had bad indigestion and could not swallow properly.



His doctor thought he might have stomach cancer and asked the hospital if he could see a doctor who knows about cancer.

When Andy went to the hospital, they had all the information from his doctor to help them find out what was wrong with him.



### 3. Your GP service should keep you safe

- they will care for you somewhere clean where you do not get germs or infections



- they will safely give you the right medicines you need, when you need them



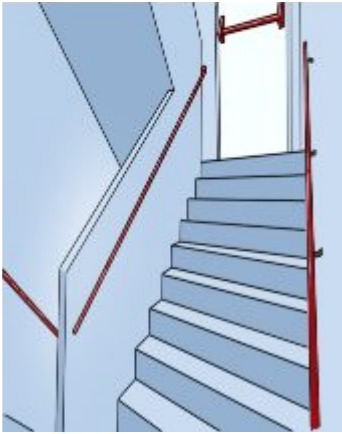
- they will treat you in a safe building that is easy for you to get into and get around



- they will not hurt you by using the wrong equipment or equipment that is not safe



- you GP service will act quickly if they think a patient is not safe or might get hurt.



**For example:**

A GP service is in a building with very narrow stairs and they cannot fit a lift.



They visit patients at home if they cannot get up the stairs.



They warn new patients about the stairs and tell them about other doctors they could go to in better buildings.



#### **4. Staff will have the right skills to do their job**

- staff should have the right skills, experience and training to look after you and keep you well
- there will always be enough staff to provide the safe care you need







- managers will support staff properly and help them learn new things and do their jobs better.



### **For example:**

Lots of doctors and nurses work in a large GP service.



The service checks it has enough staff for the patients and finds out how long people have to wait.

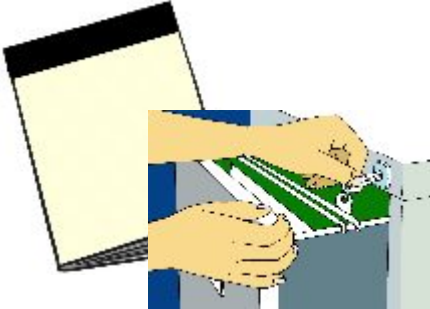


This means most people see a doctor or nurse when they should do.



## 5. Your GP service should check how it is doing

- they should check their services are good and give you the care you need
- they should make sure they have the right information about you and keep your personal information safe
- you, or someone who speaks for you, can complain
- your GP service must sort out your complaint in the right way.



### For example:

The doctors who run a large GP service want to make sure patients get better care. They ask people to tell them what they think about their services and they tell people how to complain.



Each month the doctors meet to talk about what people say about their services and agree what needs to change. There is information on their website about what patients say and what the service is doing to make things better.

# What to do if your GP service is not meeting the standards

There are 2 things you can do:

1. Tell the GP service about it or complain to them.

2. Tell us about it.



## Telling your GP service

You should start by talking to the **Practice Manager**.



If you cannot sort things out you can make a **formal complaint**. All GP services must have a planned way to deal with complaints.





If you are not happy with the way your GP service deals with a complaint about NHS care, you can contact the **Parliamentary and Health Service Ombudsman**.



Telephone:  
**0345 015 4033**



You can get a leaflet about your rights from this website:  
**[www.nhs.uk/NHSCConstitution](http://www.nhs.uk/NHSCConstitution)**



If you are not happy with the way your GP services deals with a complaint about private treatment (treatment you pay for), you can contact the **Independent Healthcare Advisory Services (IHAS)** at:  
**[www.independenthealthcare.org.uk](http://www.independenthealthcare.org.uk)**



**General  
Medical  
Council**

You can also contact the **General Medical Council (GMC)**



Telephone:  
**0161 923 6602**



Website:  
**[www.gmc-uk.org](http://www.gmc-uk.org)**



## Telling us



We cannot look into complaints or sort things out for you but it helps us do our job if we know about poor care.

You can tell us about problems even if you do not want to complain to your GP service.



This can help us decide which services to check and when to check them.



We also want to hear about good care.



You can tell us by filling in the **Share your experience** form on our website:  
**[www.cqc.org.uk](http://www.cqc.org.uk)**

## Other ways to contact us



Telephone:  
**03000 616161**



Write to:  
**Care Quality Commission**  
**Citygate**  
**Gallowgate**  
**Newcastle upon Tyne**  
**NE1 4PA**



Talk to your local Healthwatch team.

# How we do our job



When we check GP services we:

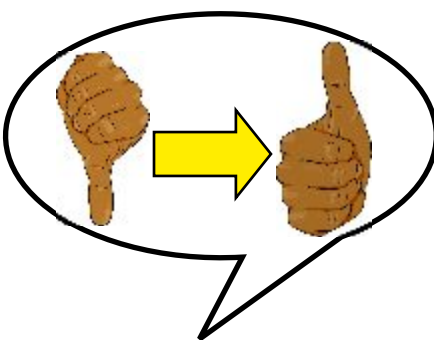
- talk to people about what their care is like



- look at paperwork and the way they do things

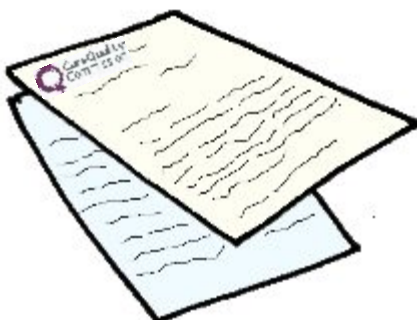


- try to involve people who have used GP services in checking them.



If a GP service is not meeting the standards, we can:

- ask them to tell us how they will make things better



- write to warn them that this is very serious



- make them pay a fine (money)



- take their name off the list of people who can run GP services.



We put information on our website about any services we have asked to change things:

**[www.cqc.org.uk](http://www.cqc.org.uk)**



We will also use our website to let people know when services put things right.



# Telling you about GP services



Find out how well your GP service meets our standards by:

- going to our website:

**[www.cqc.org.uk](http://www.cqc.org.uk)**



- asking your friends, family or support workers to check our website.



You can find the GP service you are looking for by typing in its name or the area where it is.

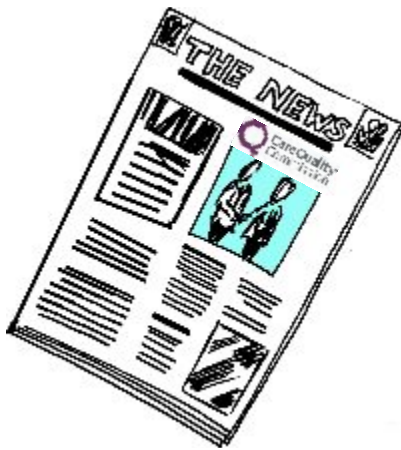


- using our lists of all GP services and how they meet our standards. This means you can check how well your GP service is doing.



You can also ask us to send you:

- information and reports about any GP service



- our newsletter every month.



You can get leaflets about what care you should get from:

- hospitals



- care homes



- in your own home



- your dental practice.



There is also a leaflet about how to complain about a health or social care service.







# How to contact CQC



Telephone our Customer Care Team on:

**03000 616161**



Email:

**enquiries@cqc.org.uk**



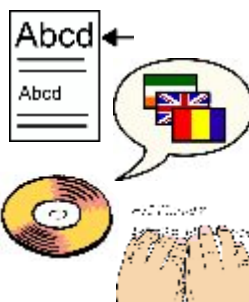
Write to:

**CQC  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**



Follow us on Twitter:

**@CareQualityComm**



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