

Effective Key Question – Top Tips

KLOE Top Tips	Links to relevant CQC Myth busters & other guidance
<p>E1 - Effective needs assessment, care and treatment</p> <p>Ensure systems for medication reviews and reviews of test results are implemented and effective.</p> <p>Implement an effective system for the review, dissemination and implementation of current evidence-based practice.</p> <p>Improve coding and alerts on patient records to ensure searches can be done and patients identified appropriately in order to receive effective support, care and treatment.</p> <p>Ensure repeat prescribing processes are effective in minimising risks – i.e no batch prescribing in advance such as asthma inhalers and warfarin with a lack of oversight of the use of these medicines.</p>	<p>GP mythbuster 46: Managing test results and clinical correspondence Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 92: Anticoagulant monitoring in primary care Care Quality Commission (cqc.org.uk)</p>
<p>E2 - Monitoring care and treatment</p> <p>Develop quality improvement plans which include areas of concern.</p> <p>Ensure clinical audits always include aims, objectives, standards, analysis, results and learning.</p> <p>Undertake re-audits to determine if improvements have been made and are embedded into practice.</p> <p>Implement effective systems for sharing learning from audits and quality improvement activity.</p>	<p>GP mythbuster 45: NICE Quality Standards in general practice Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 4: Quality improvement activity Care Quality Commission (cqc.org.uk)</p> <p>Quality Improvement Guide for General Practice (rcgp.org.uk)</p> <p>Final-Clinical-Audit-Reporting-guide-2020.pdf (hqip.org.uk)</p> <p>RCGP Quick guide: Clinical audit - GP Excellence (gpexcellencegm.org.uk)</p>
<p>E3 - Effective staffing</p> <p>Ensure learning plans are developed for staff and protected time for learning is available.</p> <p>Maintain up to date records showing that staff training has taken place, including GPs.</p>	<p>GP mythbuster 70: Mandatory training considerations in general practice Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 26: Practice Nurses Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 57: Health Care Assistants in General Practice Care Quality Commission (cqc.org.uk)</p>

<p>Implement effective systems to ensure 1:1s, clinical supervision and appraisals take place.</p> <p>Develop a system for the review of competence of staff employed in advanced clinical practice and for non-medical prescribers.</p> <p>Ensure induction programmes for new employees cover areas specific to the role, i.e clinical duties as well as general areas (e.g. smart cards, confidentiality, fire safety).</p>	<p>GP mythbuster 66: Advanced Nurse Practitioners (ANPs) in primary care Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 81: Pharmacy professionals in general practice Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 82: Physician associates in general practice Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 58: Practice induction packs Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 50: GP locums Care Quality Commission (cqc.org.uk)</p>
<p>E4 - Coordinating care and treatment</p> <p>Palliative care meetings should take place and outcomes of discussions re patients' care plans should be recorded in clinical records and noted in the meeting minutes.</p> <p>Implement systems for regular discussion between the practice and other health and social care professionals, i.e with health visitors to discuss children who are at risk.</p>	<p>GP mythbuster 38: Care in advanced serious illness and end of life Care Quality Commission (cqc.org.uk)</p>
<p>E5 - Helping patients to live healthier lives</p> <p>Ensure robust records of the follow-up and management of vulnerable groups of patients are maintained, i.e patients on end-of-life care pathways, homeless people and patients with a learning disability.</p> <p>Implement effective systems during routine reviews to support patients with long term conditions to monitor and manage their own health.</p> <p>Implement effective processes to monitor and improve where necessary, performance of national targets set for the uptake of cervical screening, bowel cancer screening, breast cancer screening and childhood immunisations.</p>	<p>GP mythbuster 38: Care in advanced serious illness and end of life Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 53: Care of people with a learning disability in GP practices Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 29: Looking after homeless patients in General Practice Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 36: Registration and treatment of asylum seekers, refugees and other migrants Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 60: NHS health checks Care Quality Commission (cqc.org.uk)</p>

<p>E6 - Consent to care and treatment</p> <p>Ensure all clinical staff understand mental capacity and have completed mental capacity act training.</p> <p>Implement system for the completion of Do Not Attempt Cardiopulmonary Resuscitation decisions, including regular review of these decisions.</p>	<p>GP mythbuster 49: Consent for minor surgery in GP surgeries Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 8: Gillick competency and Fraser guidelines Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 10: GPs and the Mental Capacity Act 2005 and Deprivation of Liberty Safeguards Care Quality Commission (cqc.org.uk)</p>
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