

Safe Key Question – Top Tips

KLOE Top Tips	Links to relevant CQC Myth busters & other guidance
<p>S1 - Safety systems & Processes (Incl Safeguarding)</p> <p>Identify a safeguarding lead and make all staff aware of who this is.</p> <p>All staff to complete training at required intervals to required level in line with 'Intercollegiate Guidance'.</p> <p>Implement regular communication systems with HVs, Midwives etc.</p> <p>Develop practice specific safeguarding policies.</p> <p>Discuss SG issues (and vulnerable patients if required) at practice meetings and make it a standing agenda item. Develop a system so practice is aware of all its vulnerable/at risk patients.</p> <p>GPs and other healthcare staff can email the safeguarding team at Tees Valley CCG for advice. Urgent advice on individual cases should be sought from other health and social care professionals directly involved in the patients' care in the first instance."</p>	<p>https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-25-safeguarding-adults-risk</p> <p>https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-80-female-genital-mutilation-fgm</p> <p>https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-33-safeguarding-children</p> <p>Adult Safeguarding Roles & Competencies for Healthcare Staff - PDF-007069.pdf</p> <p>Safeguarding Children and Young People Roles & Competencies for Healthcare Staff 007-366.pdf</p> <p>Details on other training available is available in the safe section of the resource library which can be found in the Quality and CQC Resource folder in GP Teamsnet.</p>
<p>S2 - Recruitment</p> <p>Ensure recruitment procedure is carried out in line with schedule 3 for all staff including GPs and temporary staff. Link to schedule 3 is below:</p> <p>fid2932547-employment-requirements-regulation-19.pdf (cqc.org.uk)</p> <p>If verbal references are obtained record a summary and sign and date it.</p> <p>Compile staff personal files into sections to make information easy to find – i.e recruitment checklist & information (incl ID evidence, references/signed contract/vaccination record /evidence of qualifications/induction & training records/health issues/performance issues.</p>	<p>GP mythbuster 2: Who should have a disclosure and barring service (DBS) check? Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 37: Immunisation of healthcare staff Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 50: GP locums Care Quality Commission (cqc.org.uk)</p>

<p>S3 - Safety systems and records including health and safety</p> <p>Ensure risk assessments are carried out for fire, hazardous substances, security/premises and health & safety and are reviewed at least annually.</p> <p>Ensure fire safety systems, portable appliance testing, and equipment maintenance is carried out in line with relevant legislation, guidance, and manufacturer's instructions.</p> <p>Collate recommendations and actions from all risk assessments and checks, and ensure they are actioned.</p>	<p>GP mythbuster 34: Maintenance of medical equipment Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 52: Portable appliance testing and calibrating medical equipment Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 86: Storing liquid nitrogen Care Quality Commission (cqc.org.uk)</p> <p>Managing risks and risk assessment at work – Overview -HSE</p>
<p>S4 - Infection prevention and control (IPC)</p> <p>All staff to complete training at required intervals.</p> <p>IPC lead to be in place and trained to have knowledge and competence to undertake the role.</p> <p>IPC audit to be carried out annually and action plans developed and followed through.</p> <p>Ensure equipment cleaning procedure is in place and records of cleaning are kept.</p> <p>Ensure IPC policies and updated at required intervals and include Covid 19 information.</p>	<p>Health and Social Care Act 2008: code of practice on the prevention and control of infections - GOV.UK (www.gov.uk)</p> <p>Standard-infection-control-precautions-national-hand-hygiene-and-personal-protective-equipment-policy.pdf (england.nhs.uk)</p> <p>GP-Surgery-Health-Centre-Environmental-QIT-Audit-tooll.pdf (calderdale.gov.uk)</p> <p>GP mythbuster 6: Guidance about privacy curtains Care Quality Commission (cqc.org.uk)</p>
<p>S5 - Risks to patients</p> <p>Ensure all staff clinical and non-clinical have been trained and have appropriate knowledge regarding sepsis.</p> <p>Ensure staff are aware of the most appropriate action to take when a patient presents as acutely unwell, i.e receptionists speaking to patients with chest pain.</p>	<p>GP mythbuster 88: Sepsis Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 9: Emergency medicines for GP practices Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 1: Resuscitation in GP surgeries Care Quality Commission (cqc.org.uk)</p>

<p>Ensure emergency medicines and equipment are in line with national recommended guidance, checks are carried out to ensure it is in date and safe to use and records are kept.</p>	
<p>S6 - Information to deliver safe care and treatment</p> <p>Ensure all confidential and patient information (including paper records) is stored securely.</p> <p>Ensure there is an effective system for managing and actioning test results and communication from other professionals i.e hospitals.</p> <p>Ensure staff are trained to assist in patient records been coded correctly.</p>	<p>GP mythbuster 46: Managing test results and clinical correspondence Care Quality Commission (cqc.org.uk)</p> <p>Results Handling Scottish Patient Safety Programme (SPSP) ihub - Results Handling</p> <p>GP mythbuster 22: Summary Care Records (SCRs) Care Quality Commission (cqc.org.uk)</p>
<p>S7 - Appropriate and safe use of medicines</p> <p>Ensure processes for the recording of vaccine refrigerator temperatures are in place and findings are recorded.</p> <p>Ensure regular clinical searches are done to identify patients requiring medication reviews – those on long term and high-risk medications and polypharmacy.</p> <p>Ensure medication reviews are clearly documented - i.e discussions with patients re risk, benefits and side effects.</p> <p>Implement effective systems to ensure patients have a medication review at least once a year.</p> <p>Ensure systems are in place to recall patients, so blood monitoring is carried out in line with clinical guidelines.</p> <p>Implement systems for accessing and considering test results for patients monitored by secondary care.</p> <p>Ensure monitoring of clinician prescribing data is carried out to identify high rates for certain medicines i.e Pregabalin & Gabapentin</p>	<p>GP mythbuster 17: Vaccine storage and fridges in GP practices Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 84: Managing high risk medicines in general practice Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 92: Anticoagulant monitoring in primary care Care Quality Commission (cqc.org.uk)</p>

<p>S8 -Track record on safety and lessons learned and improvements made</p> <p>Ensure all staff are aware of the incident reporting process and encourage reporting of the incident themselves.</p> <p>Implement effective systems for sharing and dissemination of lessons learned from significant events with all staff.</p> <p>Implement a root cause analysis approach for investigating incidents to support identifying the causes of incidents, leading to changes in practice and minimising the risk of recurrence.</p> <p>Review themes from incidents to identify if changes in practice are working.</p> <p>Ensure clinical incidents identified in complaints are recorded as significant events and investigated using a root cause analysis approach.</p>	<p>GP mythbuster 3: Significant event analysis (SEA) Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 87: Speaking up and listening well Care Quality Commission (cqc.org.uk)</p> <p>Patient Safety Toolkit (rcgp.org.uk)</p> <p>NHS England » Patient safety incident investigation (PSII)</p>
<p>S9 - Safety alerts</p> <p>Implement an effective system for dissemination of safety alerts, review by clinicians and recording of actions taken.</p> <p>Ensure clinical records searches are carried out when medicines alerts are issued to identify patients taking the medicine and any actions required.</p>	<p>GP mythbuster 91: Patient safety alerts Care Quality Commission (cqc.org.uk)</p>