

Well Led Key Question – Top Tips

KLOE Top Tips	Links to relevant CQC Myth busters & other guidance
<p>W1 – Leadership capacity and capability</p> <p>Ensure leaders in the practice are visible and staff are aware of and their specific areas of responsibility, i.e safeguarding, governance, infection prevention and control.</p> <p>Implement systems to identify and manage challenges in the practice to enable awareness of quality and sustainability issues, for example, oversight of patient monitoring, safety alerts and staff training.</p> <p>Improve understanding of CQC regulations and how to meet them.</p> <p>Implement systems to ensure effective and cohesive team working.</p> <p>Develop succession plans to assist in future planning for the practice.</p>	<p>GP mythbuster 43: CQC and the Health and Social Care Act 2008 Care Quality Commission</p> <p>GP mythbuster 18: Registration and partnerships Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 51: The role of a registered manager Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 21: Statutory notifications to CQC Care Quality Commission</p> <p>GP mythbuster 32: Duty of Candour and General Practice (regulation 20) Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 35: Fundamental standards of care Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 68: Areas looked at on inspections (key lines of enquiry) Care Quality Commission (cqc.org.uk)</p> <p>Assessment framework: Healthcare services (cqc.org.uk)</p>
<p>W2 - Vision and strategy</p> <p>Develop a written strategy and ensure progress of the implementation of the strategy is monitored regularly.</p> <p>Ensure staff are involved in development of the strategy and all staff are aware of the practice vision and strategy.</p> <p>Hold regular staff meetings where ideas can be discussed, and all staff can provide input into the vision and strategy.</p>	<p>GP mythbuster 48: Well-led – vision and strategy Care Quality Commission (cqc.org.uk)</p>
<p>W3 – Culture of the organisation</p>	<p>GP mythbuster 87: Speaking up and listening well Care Quality Commission</p>

<p>Ensure the whistleblowing policy contains details of a Freedom to Speak Up Guardian.</p> <p>Implement systems so when staff report concerns to leaders they are noted and acted upon, i.e staff shortages</p> <p>Facilitate the support of new and existing nursing staff to engage with their peers in the local area.</p> <p>Ensure staff have completed equality and diversity training and this is promoted within and beyond the organisation.</p>	<p>cqc.org.uk</p> <p>whistleblowing-guidance.pdf (england.nhs.uk</p>
<p>W4 - Governance and management</p> <p>Identify a designated person to have overall oversight for governance arrangements at the practice. Also identify leads for key areas, i.e safeguarding, infection control, medicines management, high risk drug monitoring, LTC reviews, staff training.</p> <p>Develop and embed governance and assurance systems in the practice and monitor regularly to identify if any changes are required.</p> <p>Determine what meetings are required and ensure meetings take place at required intervals and minutes include clear actions, people responsible and due dates.</p> <p>Implement robust systems for communication between different teams in the practice.</p>	<p>GP mythbuster 64: Effective governance arrangements in GP practices Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 65: Effective clinical governance arrangements in GP practices Care Quality Commission (cqc.org.uk)</p>
<p>W5 – Management of risk and performance</p> <p>Develop audit and quality assurance plans to ensure effective systems are in place to monitor and improve quality outcomes for patients. This includes QOF, PSAs, and Public Health England performance and clinical records.</p> <p>Implement systems for sharing learning from the audits/quality assurance reviews that have taken place.</p>	<p>GP mythbuster 4: Quality improvement activity Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 45: NICE Quality Standards in general practice Care Quality Commission (cqc.org.uk)</p> <p>Managing risks and risk assessment at work – Overview -HSE</p> <p>GP mythbuster 69: Business continuity - arrangements for emergencies and</p>

<p>Implement effective arrangements for identifying, managing and mitigating risks.</p> <p>Before making changes in the practice, assess the impact upon patient care and document any risks and control measures that may be needed.</p> <p>Review the practice major incident plans at regular intervals and update as necessary. Ensure staff are trained in how to respond to all major incidents.</p>	<p>major incidents Care Quality Commission (cqc.org.uk)</p>
<p>Systems to respond to the pandemic</p> <p>Implement an effective system for the clinical triage of patients contacting the practice by telephone.</p> <p>Ensure receptionists have been trained to deal with telephone calls and arrange clinical triage of patients by appropriate staff.</p> <p>Ensure infection, prevention and control guidance relating to the pandemic is implemented and staff receive relevant training, i.e use of PPE.</p>	<p>COVID-19: guidance for maintaining services within health and care settings – infection prevention and control recommendations - GOV.UK (www.gov.uk)</p> <p>New recommendations for primary and community health care providers in England - GOV.UK (www.gov.uk)</p> <p>GP mythbuster 97: Responding to coronavirus (COVID-19) Care Quality Commission (cqc.org.uk)</p>
<p>W6 – Management of information</p> <p>Implement a process for oversight of the clinical task system to ensure abnormal blood tests are acted on.</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 in clinical coding to ensure staff can accurately assess the risks and the quality of care provided to patients.</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>W7 - Engagement and involvement</p> <p>Implement effective systems to seek and act on feedback from staff and patients. This includes meetings with staff and a patient participation group.</p> <p>Review the national GP patient survey results and highlight areas for further</p>	<p>GP Patient Survey (gp-patient.co.uk)</p> <p>Find a GP - NHS (www.nhs.uk)</p>

action.	
Undertake staff questionnaires.	
W8 – Learning, improvement and innovation	GP mythbuster 4: Quality improvement activity Care Quality Commission (cqc.org.uk)
Develop and implement systems and processes for learning and improving. For example, audits and quality assurance exercises which will identify gaps in staff training, failure to investigate incidents and complaints and learn lessons, issues with clinical care through review of records.	