



# CQC Inspections of GP Surgeries in Dorset

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# Our purpose and role



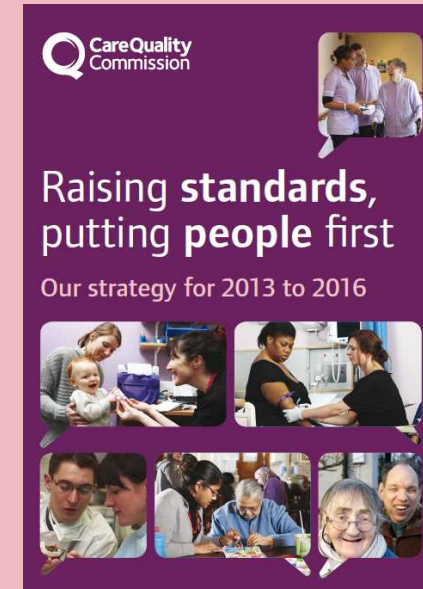
## Our purpose

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve

## Our role

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care

**We are on the side of people who use services**



# Ratings: four point scale



## Judgement & publication

## High level characteristics of each rating level

Outstanding



Innovative, creative, constantly striving to improve, open and transparent

Good

Consistent level of service people have a right to expect, robust arrangements in place for when things do go wrong

Requires Improvement

May have elements of good practise but inconsistent, potential or actual risk, inconsistent responses when things go wrong

Inadequate

Severe harm has or is likely to occur, shortfalls in practise, ineffective or no action taken to put things right or improve

100 GP locations registered with CQC

Locations may have branch sites, which are currently not separately rated by CQC

Each location must have a registered manager

As of 20/02/17....



One location still to be inspected (registered after October 2014)

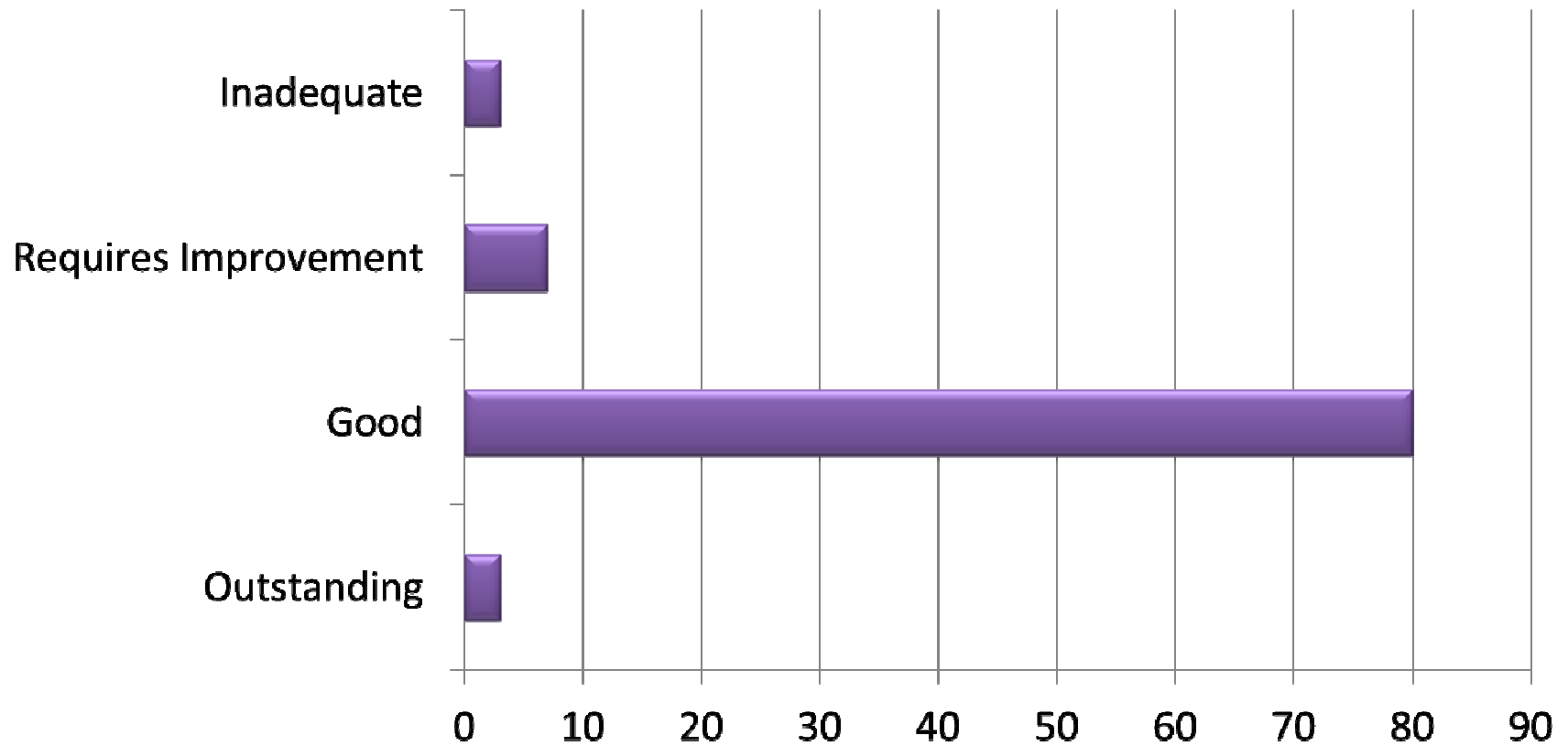
Five locations have reports awaiting publication

Dorset results mirror the national picture

# Ratings of Dorset GP practices



**Column1**



As of 27/01/2017....



	National (% of locations)	South region	Dorset (% of locations with published reports)
Outstanding	268 (4.1%)	93	3 (3.2%)
Good	5237 (79.2%)	1200	80 (86%)
Requires Improvement	840 (12.7%)	223	7 (7.5%)
Inadequate	265 (4%)	57	3 (3.2%)

Practices are given a rating for each of five domains:

Safe, Effective, Caring, Responsive and Well-led

AND

Ratings for six key population groups:

Older people, Long-term conditions, Families, children and young people , Working age people, Vulnerable people and Mental health

AND an overall rating



## What do Dorset locations do well?



Patient-centred care

Good access for patients

Caring staff

Clinically up to date

Good support for carers

Responsive to patients needs and the population they serve

# What could Dorset locations improve on?



Medicines management

Recruitment checks for staff

Policy maintenance and implementation

Training of staff

Succession planning

More information



Read about us on our website at

[Care Quality Commission www.cqc.org.uk](http://www.cqc.org.uk)

Telephone 03000 616161 if you want to speak to someone at CQC

Please email [engagementandinvolvement@cqc.org.uk](mailto:engagementandinvolvement@cqc.org.uk) if you want to get involved in national CQC developments.

Any questions?



Thank you

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