



A patients guide to the Care Quality Commission



What does it mean for you?

What is the CQC?

The Care Quality Commission (CQC) regulates all health and adult social care services in England, including those provided by the NHS, local authorities, private companies or voluntary organisation. It also protects the interests of people detained under the Mental Health Act.

The CQC makes sure that essential standards of quality and safety are being met where care is provided, from hospitals to private care homes. It has a wide range of enforcement powers to take action on behalf of people who use services if services are unacceptably poor.

The CQC's aim is to make sure better care is provided for everyone, whether that's in hospital, in care homes, in people's own homes or elsewhere.

By law all NHS providers (such as hospitals and ambulance services) must register with the CQC to show they are protecting people from the risk of infection. The registration system applies to NHS provider trusts (acute, ambulance, mental health and primary care) and the NHS Blood and Transplant Authority. From October 1 2010 all health and adult social care providers must be registered and licensed with the CQC to show they are meeting essential standards of quality and safety. Without registration, providers will not be allowed to operate.

The CQC has been given a range of legal powers and duties. It will take action if providers don't meet essential standards of quality and safety, or if there is reason to think that people's basic rights or safety are at risk.

The CQC can be flexible about how and when to use its enforcement powers, such as fines and public warnings. It can apply specific conditions in response to serious risks. For example, it can demand that a hospital ward or service is closed until the provider meets safety requirements or is suspended. It can take a service off the register if absolutely necessary.

The CQC makes sure that the voices of people who use health and adult social care services are heard by asking people to share their experiences of care services. It makes sure that users' views are at the heart of its reports and reviews. In some cases patients and their carers work alongside inspectors to provide a user's view of services.



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Derby Road Health Centre & Grange Farm Medical Centre

Our Practice, Our Patients and the CQC

From 1st April 2013 General Practices will be regulated by the Care Quality Commission (CQC).

In order to be fully compliant with the CQC we need to ensure that patients are provided with information on the services we provide, and therefore better informed in terms of what you can expect as a patient of the practice.

Our Ethos

Our mission

- To provide innovative and patient-centred healthcare to our local population;
- To provide a working environment that encourages the professional and personal development of our team.

Our vision

- To enable our workforce to develop to their full potential and therefore develop the range of high quality services offered to our patients;
- To reflect upon our working practices as a team in order to identify new and improve existing services.

Our values

- Understand, respect and value each member of the team and the contribution each makes to the provision of quality services to patients;
- Incorporate the views of our team and our patients in the design of our services and working practices;
- Promote a culture of life long learning;
- Improve our performance by openly discussing and learning from our mistakes and our successes.

Our Clinicians

- Discuss your care, treatment and support options with you and the risks and benefits of those options are explained in a way that the patient is able to understand;
- Respect your right to take informed risks, while balancing the need for preference and choice with safety and effectiveness;
- Ensure that consent is sought before treatment;
- Promote and respect your privacy, dignity, independence and human rights by:
 - placing the needs, wishes, preferences and decisions of patients at the centre of assessment, planning and delivery of care, treatment and support;
 - ensuring that the environment allows privacy in which the intimate care, treatment of patient are met;
 - having clear procedures followed in practice, monitored and reviewed that ensure staff understand the concepts of privacy, dignity, independence and human rights and how they should be applied to the people who use the service;
 - ensuring that the need to maintain confidentiality or disclose information is taken account of in assessment of the individual circumstances;
 - actively listening to and involving patients, or others acting on their behalf, in decision making



Our Patients

In regard to treatment, patients...

- Experience effective, safe and appropriate care, treatment and support that meet their needs and protects their rights.
- Understand the care, treatment and support choices available to them.
- Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- Where they are able, give valid consent to the examination, care, treatment and support they receive.
- Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

In regard to your views and opinions, patients...

- Have their views and experiences taken into account in the way the service is provided and delivered.
- Are sure that their comments and complaints are listened to and acted on effectively.
- Know that they will not be discriminated against for making a complaint.
- Are welcome to join the Patient Participation Group to provide direction to the practice in their service provision.

In regard to your rights, patients...

- Have their privacy, dignity and independence respected.
- Can be confident that their human rights are respected and taken into account.
- Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld at all times.

Patients can be confident that...

- Treatment is provided by appropriately qualified, CRB checked staff whose training is kept up to date.
- Treatment is provided in purpose built, clean, maintained premises using appropriate and safe equipment.
- Medical records are maintained, accurate, fit for purpose, held securely and remain confidential.

Patients benefit from a service that...

- Takes all complaints seriously, and strives to learn from any mistakes so that the risk of these being repeated is reduced to a minimum.
- Takes into account relevant guidance, including that from the Care Quality Commission's schedule of Applicable Publications and any good practice guidance which relates to the care, treatment and support provided by the service and which is published by a professional or expert body that is relevant reflects on the findings of their service reviews.
- Acknowledges the Care Quality Commissions role and works to fulfill their requirements as our regulator.

