

To all practices Surrey and Sussex LMCs

24th November 2014

Dear Colleagues

CQC Update I: Intelligent Monitoring

Over the next few weeks the LMC will be providing a series of updates to practices covering recent CQC developments.

As has been widely reported, CQC has published most practices datasets based on their Intelligent Monitoring process, which parallels a similar process for hospitals. For GP practices, CQC uses a total of 38 indicators all drawn from publically available data within QOF, the GP patient survey, and prescribing information. The most up to date available information has been used.

Based on this information, each NHS GP practice has been categorised into one of six bands, from Band 1 to Band 6, which are seen as a lower priority for CQC inspection, because their reported indices indicate a comparatively lower risk in terms of patient experience of the delivery of care.

The GPC (General Practitioners Committee) opposed the publication of the Intelligent Monitoring data, arguing that it was too limited a data set to appropriately categorise practices, banding could be skewed by minor changes in data explicable by specific features of practice populations, and also that the process could be misinterpreted by patients and misused by the media, which unfortunately has occurred, and has damaged morale amongst many hard-working and dedicated GPs and their practice colleagues.

The CQC has made it clear that the outcome of practice Banding should not be seen as ranking practices; a practice in Band 1 or 2 may be prioritised for inspection, but there are many other pieces of information that CQC will use to decide which practices will be inspected in any one round of CCG based inspections, this includes information from NHS Choices, complaints, CCGs and the Area Team (with whom CQC meets prior to the inspection process). The outcome of an inspection is primarily based on the Inspection itself, when the practice receives a visit from the Inspection Team. However, information from the Intelligent Monitoring process may be used to generate specific enquiries about practice processes and care.

Certain practices will not have received a Band category; these include:

- Practices which have been inspected since 1st April 2014, when the new style CQC inspections commenced a six month pilot. These practices do not need to be prioritised for inspection.
- Practices with insufficient information available to provide 36 indices in the Intelligent Monitoring process
- Practices who do not participate in, or because of local arrangements, have opted out of QOF either completely or partially

Local Medical Committees for
Croydon, Kingston & Richmond, Surrey,
East Sussex and West Sussex

The White House T: 01372 389270
18 Church Road F: 01372 389271
Leatherhead
Surrey KT22 8BB www.sslmcs.co.uk

Some practices will also see an asterix, or 'value suppressed' within their indicator list, this is because the number of patients relevant to this indicator is very small.

I have attached a full list of indicators used with this letter, and practices can obtain further information via the CQC website (www.cqc.org.uk).

Practices should note that aspects of their Intelligent Monitoring profile may be modifiable, particularly in terms of QOF indicators, and CQC will use the most up-to-date data available. It may also be wise to inspect specific questions relating to the red-flagged indicators prior to a CQC Inspection.

If practice colleagues have any queries regarding CQC please check the CQC website in the first instance; however, if a query remains unanswered please email the LMCs Practice Manager Liaison Officer Geraldine Anscombe (Geraldine.anscombe@sslmcs.co.uk)

There is more to come!

With best wishes

Yours sincerely

A handwritten signature in black ink, appearing to be 'JP', followed by a long horizontal line extending to the right.

Dr Julius Parker
Chief Executive