

CQC inspection and dispensing – achieving the standards



Mary Collier, Medicines Manager, CQC
DDA Conference, 25 September 2024

Our role and purpose

The Care Quality Commission is the independent regulator of health and adult social care in England.

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



A single vision of quality

- Pitched at good, our single assessment framework provides a single vision of quality for the whole of the health and care system.
- It drives improvement, helps to tackle inequalities and sets out what people using services should expect and what providers and systems should commit to.
- Built on our five key questions and ratings system, it is what we will use to set our view of quality and make judgements
- Supported by improved technology which will make it easier for providers to work with us.

- Legislation and enforcement remains unchanged
- Onsite and remote access methodology remains the same
- More information may be requested up front to reduce time on site
- Currently there are no relationship owners (under review)
- Provider Portal [CQC provider portal - Care Quality Commission](#)
- Rating headlines remain the same, ratings calculation based on scores [How we reach a rating - Care Quality Commission \(cqc.org.uk\)](#)
- Quality Statements replace KLOEs



I feel safe and am supported to understand and manage any risks.

I know what to do and who I can contact when I realise that things might be at risk of going wrong or my health condition may be worsening.

If my treatment, including medication, has to change, I know why and am involved in the decision.

I have considerate support delivered by competent people.



We make sure that medicines and treatments are safe and meet people's needs, capacities and preferences by enabling them to be involved in planning, including when changes happen.

CQC GP Searches

- Continues as part of all GP inspections
- To identify potential clinical risk predominantly in relation to safety and effectiveness of care delivery
- Consistency of approach
- Promote quality improvement
- Providers have access to the searches at any time through Ardens
- Updated as guidance changes and additional searches can be added
- Judgements only made by clinical review of patient records



[GP mythbuster 12: Accessing medical records and carrying out clinical searches - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/gp-mythbuster-12)

Dispensaries



Medicines Optimisation is a priority quality statement for GPs, therefore all inspections (unless specific follow ups) will include this and hence dispensaries

Prior information about the set up will make the inspection smoother

Dispensaries

Same methodology for inspection, including:

- Training
- Oversight
- Error and near miss reporting
- Storage and security
- Response to alerts
- Repeat prescriptions
- Compliance aids
- Delivery
- Access to information and support

Adult Social Care Medicines Support Survey - IPSOS

- Clinical medicines support
- End of life care and medicines
- Delegation of tasks
- Ease of contact [Signing up for NHSmile](#)
- Working with Care at Home agencies
- Community pharmacy closures and service changes



CQC Publications

[The safer management of controlled drugs: Annual update 2023](#)

[How you see me matters: perspectives of autistic people using primary care services](#)

[Provider survey: Medicines support in adult social care](#)

[State of Care 2022/23](#)

GPs: information for providers

[GPs: information for providers - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk) includes:

Mythbusters and Guidance (eg Cannabis)

Registration and Notifications

Subscribe to the PMS newsletter



Mary Collier

Medicines Manager

www.cqc.org.uk

enquiries@cqc.org.uk

medicines.enquiries@cqc.org.uk



@CQCProf



youtube.com/user/cqcdigitalcomms



facebook.com/CareQualityCommission