**Disclaimer**

These resources are intended to support practices with improving quality and assist in meeting the key lines of enquiry in the caring key question and the CQC regulations. Using them will not, on its own, ensure you are compliant with Health and Social Care Act (2008) and The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Practices should evaluate their own level of compliance with the law and seek competent advice if appropriate.

**Evidence Table Sections – these questions should be reviewed in conjunction with the key lines of enquiry/prompts in the CCQ assessment framework** - [Assessment framework: Healthcare services (cqc.org.uk)](https://www.cqc.org.uk/sites/default/files/20180628%20Healthcare%20services%20KLOEs%20prompts%20and%20characteristics%20FINAL.pdf)

**Kindness, respect and compassion**

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| **Staff treated patients with kindness, respect and compassion. Feedback from patients was positive about the way staff treated people.** |
| **Evidence Table Questions** | **Link to Key line of enquiry/prompt in assessment framework** | **Examples of Evidence Required & Links to Resources** |
| Staff understood and respected the personal, cultural, social and religious needs of patients. | C1.1C1.5 | * Equality & Diversity Policy.
* Equality & Diversity training records.
* GP Patient survey results & practice patient survey results and subsequent action plans.
* Meeting minutes where survey results and action plan progress is monitored and discussed.
* Comments on NHS Choices and practice response.
* CQC GP SPA review of clinical records.
* CQC discussions with staff & CQC staff questionnaires.
* CQC Caring Mythbusters - [GP mythbusters | CQC Public Website](https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters)
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| Staff displayed understanding and a non-judgemental attitude towards patients. | C1.2C1.3C1.4 | * GP Patient survey results & practice patient survey results and subsequent action plans.
* Meeting minutes where survey results and action plan progress is monitored and discussed.
* Comments on NHS Choices and practice response.
* CQC GP SPA review of clinical records.
* CQC discussions with staff & CQC staff questionnaires.
* CQC Caring Mythbusters - [GP mythbusters | CQC Public Website](https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters)
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| Patients were given appropriate and timely information to cope emotionally with their care, treatment or condition. | C1.6 | * CQC GP SPA review of clinical records.
* CQC discussions with staff & CQC staff questionnaires.
* CQC Caring Mythbusters - [GP mythbusters | CQC Public Website](https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters)
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| **Patient Feedback** |
| **Evidence Table Questions** | **Link to Key line of enquiry/prompt in assessment framework** | **Examples of Evidence Required & Links to Resources** |
| The practice carries out its own patient survey/patient feedback exercises. |  | * Practice patient survey results and subsequent action plans.
* Meeting minutes where survey results and action plan progress is monitored and discussed.
* CQC discussions with staff & CQC staff questionnaires.
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**Involvement in decisions about care and treatment**

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| **Staff helped patients to be involved in decisions about care and treatment.** |
| **Evidence Table Questions** | **Link to Key line of enquiry/prompt in assessment framework** | **Examples of Evidence Required & Links to Resources** |
| Staff communicated with patients in a way that helped them to understand their care, treatment and condition, and any advice given. | C2.1C2.2C2.5 | * GP Patient survey results & practice patient survey results and subsequent action plans.
* Meeting minutes where survey results and action plan progress is monitored and discussed.
* CQC GP SPA review of clinical records.
* CQC discussions with staff & CQC staff questionnaires.
* CQC Caring Mythbusters - [GP mythbusters | CQC Public Website](https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters)
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| Staff helped patients and their carers find further information and access community and advocacy services. | C2.3C2.4C2.6 | * Process for identifying carers.
* Practice carers register.
* Information on support for carers & support groups available on practice noticeboards and website.
* CQC discussions with staff & CQC staff questionnaires.
* CQC Caring Mythbusters - [GP mythbusters | CQC Public Website](https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters)
* [NHS England » Carers toolkit](https://www.england.nhs.uk/commitment-to-carers/carers-toolkit/)
* [NHS England » Supporting carers in general practice: a framework of quality markers](https://www.england.nhs.uk/publication/supporting-carers-in-general-practice-a-framework-of-quality-markers/)
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| Interpretation services were available for patients who did not have English as a first language. |  | * Observation of information on interpretation services available in practice reception area and on website.
* Interpretation service available for practice staff to access for patients.
* CQC discussions with staff & CQC staff questionnaires.
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| Patient information leaflets and notices were available in the patient waiting area which told patients how to access support groups and organisations. | C2.7 | * Observation of information available in practice waiting area and on the practice website.
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| Information leaflets were available in other languages and in easy read format. |  | * Observation of information in other languages and easy read formats available in the practice and on practice website.
* CQC discussions with staff & CQC staff questionnaires.
* CQC discussions with patients and patient questionnaires.
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| Information about support groups was available on the practice website. | C2.7 | * Observation of information available in the practice and on practice website.
* CQC discussions with staff & CQC staff questionnaires.
* CQC discussions with patients and patient questionnaires.
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**Privacy and dignity**

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| **The practice respected patients’ privacy and dignity.** |
| **Evidence Table Questions** | **Link to Key line of enquiry/prompt in assessment framework** | **Examples of Evidence Required & Links to Resources** |
| A private room was available if patients were distressed or wanted to discuss sensitive issues. | C3.1C3.2 | * Observation of reception area and if notice is available to inform patients a room is available to discuss things in private if needed.
* CQC discussions with staff & CQC staff questionnaires.
* CQC discussions with patients and patient questionnaires.
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| There were arrangements to ensure confidentiality at the reception desk. | C3.2C3.3 | * Observation of reception area and interactions between reception staff and patients, in person and on the telephone if applicable.
* CQC discussions with staff & CQC staff questionnaires.
* CQC discussions with patients and patient questionnaires.
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