



# What can you expect from a good GP practice?



Easy read version of :  
**'What you can expect from a good GP practice?'**  
**March 2016**



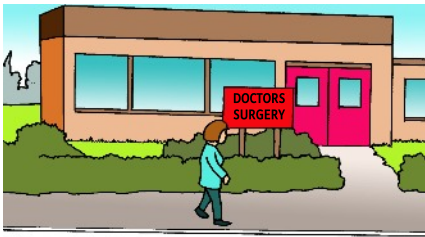
This booklet tells you what to expect when we say a GP practice is good.



We give each GP practice a poster that says how good we think they are. When you cannot see the poster you can ask them to put it up.



We check health care and **social care** services that give care to people in:



- GP practices



- hospitals



- care homes.



Our job is to check if every care service is:

- safe



- **effective** (meaning it does a good job)



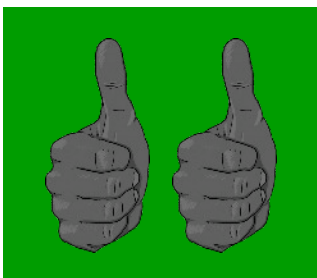
- **caring**



- **responsive** (meaning it meets your needs)



- **well-led** (meaning it is managed well).



We then give the service scores of:

- **outstanding** (meaning really good)



- good



- **requires improvement** (meaning it needs to get better)



- **inadequate** (meaning it is poor).



This booklet tells you what to expect when we rate a GP practice as 'good' in the things we check.

**A good GP practice is safe because:**

- there are always enough staff on duty and they are good at their job





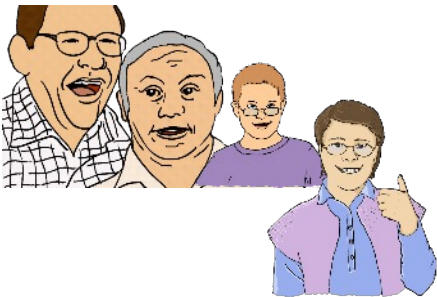
- staff check to see if your health is getting worse. Then do what they can to help you be well. They ask other staff for help when they need to



- when things go wrong staff deal with it quickly. They check how it happened and learn how to do things better



- the GP practice supports staff to be honest about how safe everything is. Staff can say if something worries them or if something goes wrong



- staff keep adults, children and young people who are **vulnerable** safe



- staff make sure information about your health and care is right and up to date. They keep it safely to make sure it is private

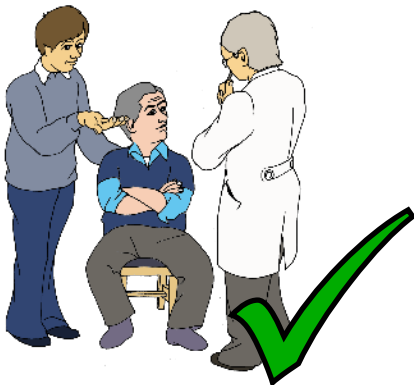


- staff plan what to do in an emergency or when it is very busy.



## A good GP practice is **effective** because:

- doctors and other staff know what you need to stay healthy



- staff can get the information they need so they can give you the right care



- they check how well they do things so they can give you better care



- staff at the GP practice work as a good team. They work well with staff from other services to help you get the care you need



- if you go to a hospital or other service, they quickly send them important information about your health and care



- staff always ask you to say yes or no to your care or treatment. This is called **consent**. Staff support you to decide about your treatment



- you get health checks and other things to help you live a healthy life.

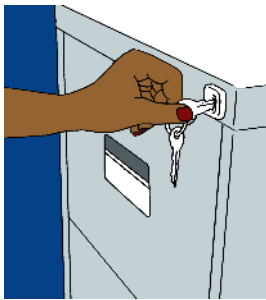


## A good GP practice is **caring** because:

- staff always treat you properly and with respect



- staff tell you about your illness in a way you can understand



- staff are kind when you need help and keep things about you private



- staff are good if you have pain, are worried or are upset



- staff help you stay healthy and independent



- staff help you when you are upset by your illness and understand what you need:



- as an individual



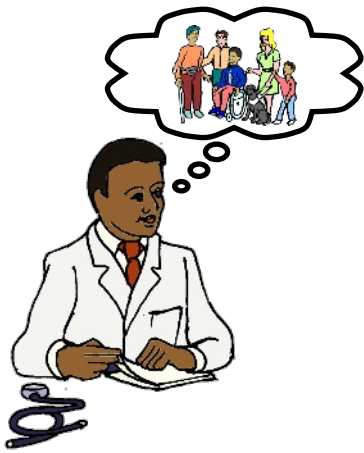
- to fit with your beliefs



- to fit with how you live



- to fit with your background and things that are important to you.



## A good GP practice is **responsive** because:

- staff think about what different people need. They change things in their service to make everyone feel comfortable

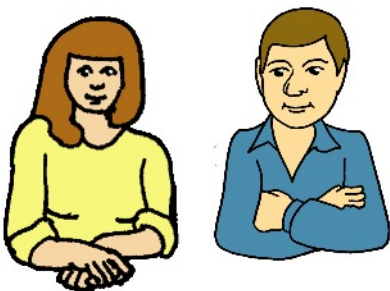


- staff think about any needs you have because of:

— your age



— your disability



— whether you are a man or a woman



— your race



— your religion or belief



— whether you are **lesbian, gay, bisexual** or **heterosexual**.



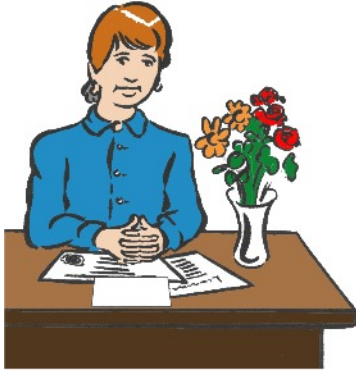
• staff make it easy to get an appointment at a time that suits you



• staff try to make sure you do not have to wait a long time or have things cancelled. They tell you about any changes that could affect you



• it is easy to complain. Staff take your complaint seriously and tell you what they will do to make things better.



## A good GP practice is **well-led** because:

- managers think good, safe and kind care is important



- the GP practice is honest about how well they are doing



- staff listen to what you think. They use what you say to make the service better



- managers ask staff if they have any worries about the practice. They look at these things and do something about them.

# What to do if there is something that worries you about your GP practice



Tell your GP practice manager about your worries.



If they cannot sort it out straight away you can make a complaint.



The law says every GP practice must have a good way to deal with complaints.



## For NHS doctors



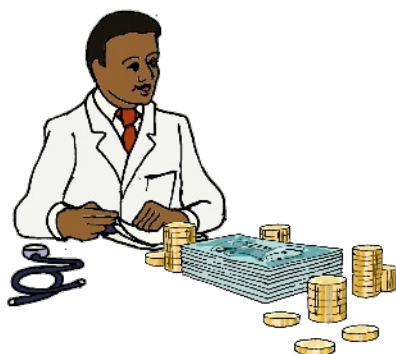
If you are not happy with how your GP practice deals with your complaint, you can contact the Local Government Ombudsman:



Phone  
**0345 015 4033**



or go to  
**[www.ombudsman.org.uk](http://www.ombudsman.org.uk)**



**For treatment you have paid for**



If you are not happy with what happens  
with your complaint, you can contact the  
Independent Sector Complaints  
Adjudication Service:



Phone  
**020 3713 1746**



or go to  
**[www.iscas.org.uk](http://www.iscas.org.uk)**

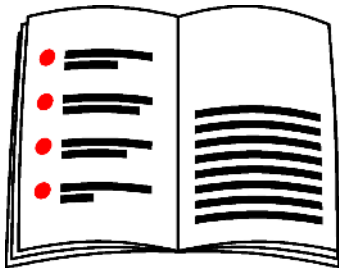


## Tell us

We want to hear about what happens to people. This helps us know what to check and where.



We also want to know about good care at a GP practice.



See page 19 for the best way to tell us what has happened.



Please understand that although we want to hear about what happens to people, we are not able to sort out people's personal complaints.

# How we do our checks



We talk to people who use the GP practice we are checking and to staff. We also look at the ways they do things at the GP practice.



We have experts who help us with our checks. Some of these are called Experts by Experience. They are people who use or have used the sorts of services we are checking.



All GP practices must follow certain rules. When a practice does not follow them, they must tell us what they will do to be better.



We can also:

- fine them money
- close the GP practice when it is very bad.



# How to find out what we are doing



We have a website where you can:

- see how good we say your GP practice is
- read our last report on your GP practice
- read anything we have asked them to do to make their service better
- tell us how they treat you.



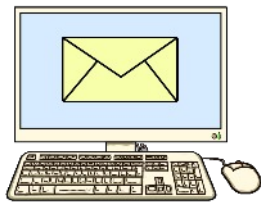
You can also:

- ask us to send you reports when we check services
- get our newsletter every month
- join our internet group to help us do our job better.

# Contact us



By phone  
**030 00 616 161**



By email  
**[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**



On our website  
**[www.cqc.org.uk](http://www.cqc.org.uk)**



By post  
**Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**



On Twitter  
**[@CareQualityComm](https://twitter.com/CareQualityComm)**



On Facebook  
**[www.facebook.com/CareQualityCommission](https://www.facebook.com/CareQualityCommission)**

# Hard words

**bisexual** - a person who fancies and loves both men and women.

**effective** - does a good job.

**gay man** - a man who fancies and loves other men.

**heterosexual** - a woman who fancies and loves men, a man who fancies and loves women.

**requires improvement** - needs to get better.

**inadequate** – poor / bad.

**lesbian** - a woman who fancies and loves other women.

**outstanding** – really good.

**responsive** – meets your needs.

**social care** - when people have support to live at home, in a care home, in day centres and other places.

**vulnerable** - people who might be more at risk from abuse. Such as people who have a learning disability or are older.

**well-led** - managed well by good leaders and managers.



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