

Event: Learning from external visits

Incident description

The following learning has been identified from CQC visits undertaken during 2022.

Recommended actions

CODING

Medical patient records, that everyone uses, is everyone's responsibility.

- Each Practice Leadership team to ensure that:
 - there are processes in place to ensure that the importance of accurate and up to date clinical coding is known to all staff, and that training is available on induction for new staff, as well as refresher training for all staff
 - an audit of clinical coding should also form part of the practice/PCN annual audit programme, which informs service improvement plans (if improvements are identified).

DOCUMENTATION

There will always be a gap between what is asked and said during a consultation, and what is documented. All healthcare professionals, however, have a professional responsibility to understand the conditions of their professional registration and the record keeping expectations of their registration.

Tools to audit patient records against record standards are available to support patient safety and quality of care, professional best practice and assist compliance with Information Governance.

CQC Regulation 17(2)(C) is explicit about what good record keeping looks like; it doesn't, however, state how this should be monitored.

- Each Practice Leadership team to ensure that:
 - there are processes in place to ensure that all staff know their responsibilities in relation to accurate, complete and contemporaneous record keeping on induction (for new staff), as well as refresher training for all staff
 - an audit of record keeping should also form part of the practice/PCN annual audit programme, which informs service improvement plans (if improvements are identified).

NICE GUIDANCE

- Each Practice Leadership team to ensure that adherence to guidance (or documentation of a decision to not adhere to guidance) is incorporated within the record keeping audit (which can be used as evidence of the 'effective' and 'well-led' domains within the CQC Key Lines of Enquiry).

MEDICATION REVIEWS

All practices and PCNs must have a clear understanding of their professional, legal, and financial obligations in relation to compliance with the Network Contract Directed Enhanced Service (DES) which sets out core requirements and entitlements for a PCN.

- Each Practice Leadership team to ensure that there are Standing Operating Procedures (SOPs) in place for safe medicines management, reflecting the CQC Key Lines of Enquiry, with adherence to the SOPs monitored via internal audits and engagement with NHS Dorset Medicines Management team audits.

CLINICAL TOOLS

- Each Practice Leadership team to ensure that the appropriate use of clinical tools is incorporated within the practice/PCN audit cycle (which can be used as evidence of the 'effective', 'safe' and 'well-led' domains within the CQC Key Lines of Enquiry).