

Improving Outcomes in Primary Care

Our specialist pre and post-CQC inspection support service

The issue

The way in which the CQC inspects and regulates providers of NHS GP practices and GP out-of-hours services has fundamentally changed. New style CQC inspections present an opportunity for you to demonstrate that your patients receive a service which is safe, effective, caring, responsive and well-led and for this to be reflected in the ratings you receive.

It is important for you to do everything possible to secure the best result for your practice and this means ensuring your Partners and staff perform well during the inspection and that you work with the CQC to ensure that the published reports are factually accurate. Capsticks has unrivalled experience in supporting providers of health and social care with these issues and a proven track record in delivering successful outcomes in relation to CQC inspection and regulation.

What we can do for you

We will use our extensive national experience of CQC inspection and regulation to support your practice in the pre and post-inspection phases. The level of pre-inspection support is up to you but would normally involve, as a minimum, a one day mock CQC inspection, including interviews with key members of staff and a report back to the practice on what went well and what could be improved. After the CQC inspection has taken place and as soon as the draft inspection reports arrive we will provide legal and strategic advice and support you through the factual accuracy stage. The aim will be to ensure that factually accurate reports are presented to patients, staff and wider public. Importantly, our advice will also enable you to take a view on the merits of seeking to overturn ratings during the factual accuracy process and, where applicable, appropriate challenges will be drafted on your behalf. If needed, we will support you in responding to the range of possible enforcement steps the CQC may take against you from Requirement Notices to Conditions and the Special Measures regime. We have a track record in helping providers to successfully challenge CQC enforcement action.

The following is an outline of some of our services, all of which can be provided on a fixed fee basis:

Pre-inspection services

- One day CQC mock inspection with report back to practice and suggested action plan
- Mock interviews
- CQC training packages for staff covering – fundamental standards, duty of candour and what to expect from an inspection

Post-inspection services

- Factual accuracy challenges and Ratings Reviews
- Responding to Warning Notices, conditions and urgent procedures
- Responding to criminal prosecutions

What our clients say

“Capsticks provided much needed specialist advice on the CQC’s Inspection Regime and Special Measures. They clearly understood the political aspects as well as the regulatory minefield and the legal position. Their service was highly professional, responsive and thorough. They were keen to present options, advise on implications and work proactively in [our] interests. I would have no hesitation in unreservedly recommending Capsticks for future legal advice and support”

Capsticks have “done some excellent work with us over the past month in helping us to prepare for the inspection.”

Our credentials

- Capsticks is a national law firm specialising in health and social care. We have offices in Birmingham, Leeds, London and Winchester and support health and social care clients across the country.
- Capsticks act for GP providers to provide the whole range of services that may be required - from premises, through workforce issues to the resolution of partnership disputes. Our CQC support service forms part of that package. The quality of our work with GP providers has been recognised by the specialist press:

The General Practice awards 2013: Legal Team of the Year

Shortlisted for The General Practice Awards 2015: Legal Team of the Year

If you would like to get in touch and find out more, please contact:



IAN COOPER

Partner

0113 323 1060
077 5318 7925
ian.cooper@capsticks.com



DUNCAN GORDON-SMITH

Partner

020 8780 4826
079 8994 5735
duncan.gordon-smith@capsticks.com




SAM HOPKINS

Partner

020 8780 4776
079 1299 7548
sam.hopkins@capsticks.com

Capsticks

www.capsticks.com

 @capstickslp

London

1 St George's Road,
London SW19 4DR
T +44 (0)20 8780 2211
F +44 (0)20 8780 1141
DX 300118 - Wimbledon Central

Birmingham

35 Newhall Street,
Birmingham B3 3PU
T +44 (0)121 230 1500
F +44 (0)121 230 1515
DX 13003 - Birmingham

Leeds

Toronto Square, Toronto Street,
Leeds LS1 2HJ
T +44 (0)113 322 5560
F +44 (0)113 242 2722
DX 713112 - Leeds Park Square

Winchester

Staple House, Staple Gardens,
Winchester, SO23 8SR
T +44 (0)1962 678 300
F +44 (0)1962 678 311
DX 2532 - Winchester