

CQC Access – Information and Data Anticipatory Checklist

- Don't worry if some of these are not possible, they are just suggestions that we are aware that some have been able to produce and in conjunction with their ICB.
- This is by no means a problem if you can't, any preparation will be better than none.
- You may also have other or similar information you would like to add. You can only work with the information you have.

Topic	Notes or details on how you can demonstrate. Add appendix number and attach relevant information
Staffing rotas showing how you are managing the incoming calls.	
The process for reception staff to deal with incoming calls - this should be clear that receptionist staff are not responsible for clinical triage of patients.	
Training records for reception staff on dealing with incoming calls , including identifying a deteriorating or acutely unwell patient.	
2022 GP Survey Results These data files can be found at GP Practice Survey results 2022 This is a large excel file that you can extract your data from, however, it is possible your ICB may be able to assist with this data	
Can you demonstrate how you are monitoring access with a summary of any changes made to improve access, including any actions resulting from the practice National GP Patient Survey results.	
Number of practice appointments (include all clinical roles) per week in the last 6 months	
Number of practice appointments (include all clinical roles) per week for the same time period (above) in 2019 . (Pre Covid)	

<p>Total PCN/CCG % DNA rates of appointments per week for last 6 months</p>	
<p>How many eConsults were submitted each month over the last six months.</p>	
<p>eConsult patient feedback Snapshot of positive comments</p>	
<p>eConsult patient feedback Snapshot of negative comments</p>	
<p>NHS 111 Calls & GP bookable appointment slot utilisation It is possible your CCG may be able to assist with this data.</p>	<p>1. All NHS 111 calls by practice – per 1000 weighted population</p>
	<p>2. Practice NHS 111 bookable slots utilisation</p>
<p>Area/CCG Total ED Data It is possible your CCG may be able to assist with this data.</p>	<p>1. A & E Attendances by GP Practice 22/23 YTD</p>
	<p>2. A & E Attendances by GP practice 22/23 per 1000 weighted population YTD</p>
<p>PPG Does the practice have a friendly PPG that may have some favourable comments that you wish to include.</p>	