



AT SCALE LTD: CASE STUDY

Rapid Response Support for a GP Practice CQC Inspection



THE NEED

Following a recent merger the GP practice had taken significant steps to transition patients, service and staff to the new practice. Harmonising working practices, develop and stabilise the workforce and improve patient access and recognising there was still work to do.

The GP practice was notified of an impending CQC inspection, allowing only a limited window to prepare comprehensive responses and evidence of compliance across key areas. The need to continue Business As Usual, workforce pressures and a recent merger meant the practice needed immediate, hands-on support and a robust assessment framework to assist the review, the current position, strengthen its submissions, and demonstrate both existing good practices and a clear plan for ongoing improvement.

WHAT WE DID

At Scale CQC Readiness Tool enabled the practice to quickly assess its compliance against the CQC Single Assessment Framework. By RAG rating each quality statement, the team identified strengths and gaps, then created a targeted improvement plan with clear ownership and timelines.

At Scale Ltd responded promptly, mobilising its team of experts to work collaboratively with the practice leadership and staff. The following steps were taken:

- **Rapid Review of Key Areas:** Conducted a focused assessment of the practice's policies, procedures, and documentation against CQC standards, prioritising areas most critical to the inspection.
- **Collation and Strengthening of Responses:** Helped the practice to gather existing evidence, clarify ambiguities, and enhance responses to CQC questions, ensuring all submissions were robust, relevant, and well-structured.
- **Identification of Good Practices and Areas for Improvement:** Highlighted examples of effective working and compliance for presentation to inspectors, while also identifying gaps and opportunities for development.
- **Development of an Improvement Plan:** Collaborated with practice staff to create a concise, actionable improvement plan, addressing both immediate regulatory requirements and longer-term service enhancements.

OUTCOMES

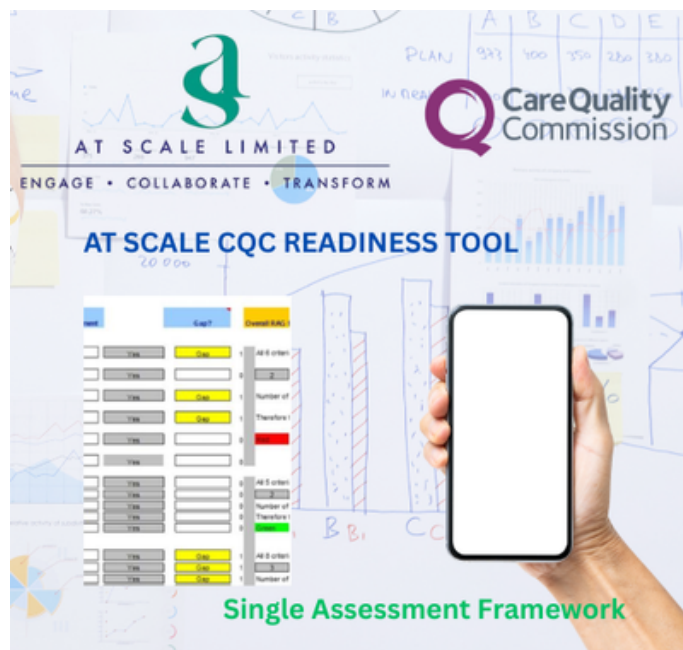
The partnership between At Scale Ltd and the GP practice yielded several positive outcomes:

Strengthened CQC Responses:

The practice submitted clear, well-evidenced responses, demonstrating compliance and a proactive approach to quality improvement.

Improvement Plan Creation:

The jointly developed plan provided a structured roadmap for addressing identified gaps, reassuring inspectors of the practice's commitment to ongoing development.



Positive Collaboration:

At Scale Ltd's solution-focused approach fostered a supportive working environment, enabling practice staff to confidently present evidence and improvement initiatives to the CQC inspection team.

Enhanced Preparedness:

The practice was better equipped not only for the immediate inspection but also for future regulatory engagements, with strengthened processes and documentation.

CONTACT

If you are looking for a Health Check, a full CQC readiness review and improvement plan or want to better understand your position as you enter your Neighbourhood Working Partnerships please contact Alice Benton here: <https://www.atscale.co.uk/contact>