

### **After the Inspection Visit**

Once the visit has been completed, a report, setting out the findings and judgements of the inspection, explaining why and how the inspection was carried out, will be available on the Practice Profile Page on the CQC website.

A copy of this report will also be available at the practice.

If you require any further details about CQC, The Essential Standards, Outcomes from the Essential Standards, The Inspection Visit, etc. Please ask at Reception or email the practice at [anita.harrison@knowsley.nhs.uk](mailto:anita.harrison@knowsley.nhs.uk) – make all enquiries for the attention of Anita Harrison, Practice Manager

## **COLBY MEDICAL CENTRE**

**MRS SANDRA KANCZES-DALY**

**The Bluebell Centre  
Huyton  
Liverpool  
L36 7XY**

**CARE QUALITY COMMISSION**

**INFORMATION LEAFLET**

## Information About The Care Quality Commission

Care Quality Commission (CQC) is an important part of England's care system, set up under the Health and Social Care Act 2008.

As the independent regulator of health and adult social care, its role is to ensure that those providing regulated activities comply with the regulations set out in the Health and Social Care Act 2008.

CQC promotes the rights of people who use services and recognises the importance of empowering people and communities to shape their own care services. CQC has a wide range of powers to take action.

CQC has developed a guidance document called "Essential Standards of Quality and Safety" which sets out the "Outcomes" that people using services can expect if providers are complying with regulations.

CQC puts people who use health and social care services at the very centre of what it does, working hard to make sure these views are captured, and those of the many groups who represent them and their Carers.

More information about CQC can be found at <http://www.cqc.org.uk/public/about-us>

## What Does This Mean for Colby Medical Centre?

In April, 2013, The Practice registered with CQC. Sandra Kanczes-Daly is our Registered Manager.

The Practice has looked at the "Essential Standards of Quality and Safety" and the "Outcomes" that people using services can expect if providers are complying with regulations. We have measured ourselves against these "Outcomes" and are able to provide evidence of compliances in all areas.

Within the next two years, the Practice will have an Inspection Visit from the CQC. This will involve patients and staff being interviewed and questioned about the services the Practice provides.

The Practice will get just 48 hours notice of a Scheduled Visit from the CQC and a notice will be provided for patients in the Waiting Room giving information about the date of the visit.

As a patient you will be asked about the care you receive from the Practice; this will include your consultation with GPs, Nurses and the way in which you are treated by Reception staff and Management. The Inspector will be looking at the information we provide to you and the way in which it is provided.