

## Caring Key Question – Top Tips

KLOE Top Tips	Links to relevant CQC Myth busters & other guidance
<p><b>C1 - Kindness, respect and compassion</b></p> <p>Implement process to inform patients about abnormal test results.</p> <p>Ensure practice patient surveys or patient feedback exercises are carried out periodically.</p> <p>Review the National GP Patient Survey results, identify areas for improvement and develop action plans and follow through.</p> <p>Review the practice reviews on the NHS website and identify any themes for follow up and action.</p>	<p><a href="#">GP mythbuster 46: Managing test results and clinical correspondence   Care Quality Commission (cqc.org.uk)</a></p> <p><a href="#">GP mythbuster 16: The Friends and Family Test   Care Quality Commission (cqc.org.uk)</a></p> <p><a href="#">GP Patient Survey (gp-patient.co.uk)</a></p> <p><a href="#">Find a GP - NHS (www.nhs.uk)</a></p>
<p><b>C2 - Involvement in decisions about care and treatment</b></p> <p>Ensure patients are involved in their care and discussions are recorded.</p> <p>Make information available to patients in managing their health or their relative's health if they are a carer.</p>	<p><a href="#">GP mythbuster 20: Making information accessible   Care Quality Commission (cqc.org.uk)</a></p> <p><a href="#">GP mythbuster 42: Caring for people with dementia   Care Quality Commission (cqc.org.uk)</a></p> <p><a href="#">GP mythbuster 44: Caring for carers   Care Quality Commission (cqc.org.uk)</a></p> <p><a href="#">GP mythbuster 53: Care of people with a learning disability in GP practices   Care Quality Commission (cqc.org.uk)</a></p>
<p><b>C3 - Privacy and dignity</b></p> <p>Ensure patient's privacy and dignity is maintained at all times whilst in the practice.</p> <p>Implement safe robust systems for consultations that may be recorded or take place via video.</p>	<p><a href="#">GP mythbuster 15: Chaperones   Care Quality Commission (cqc.org.uk)</a></p> <p><a href="#">GP mythbuster 62: Photography and making and using visual recordings of patients   Care Quality Commission (cqc.org.uk)</a></p>