

Responsive Key Question – Top Tips

KLOE Top Tips	Links to relevant CQC Myth busters & other guidance
<p>R1 - Responding to and meeting people's needs</p> <p>Ensure information on translation services is available and visible to patients.</p> <p>Ensure the practice is compliant with the Accessible Information Standards</p>	<p>GP mythbuster 20: Making information accessible Care Quality Commission (cqc.org.uk)</p>
<p>R2 - Timely access to the service</p> <p>Inform patients of different Health Care Professionals in the practice to reduce complaints related to continuity of care as patients couldn't see the same GP at visits.</p> <p>Monitor accessibility to appointments on the phone or online.</p>	<p>GP mythbuster 77: Access to appointments and staff competence Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 55: Opening hours Care Quality Commission (cqc.org.uk)</p>
<p>R3 - Listening and learning from concerns and complaints</p> <p>Implement processes so that information regarding complaints and investigation outcomes are shared with all clinicians and relevant staff.</p> <p>Implement a root cause analysis approach for investigating complaints to support the identification of all issues raised in a complaint, leading to changes in practice and minimising the risk of similar complaints occurring.</p>	<p>GP mythbuster 32: Duty of Candour and General Practice (regulation 20) Care Quality Commission (cqc.org.uk)</p> <p>GP mythbuster 3: Significant event analysis (SEA) Care Quality Commission (cqc.org.uk)</p>