

CQC - The next phase of PMS inspections

As part of the CQC strategy for 2016-2021, we published a [summary document](#) detailing what our strategy means for each of the sectors we regulate.

In developing our plans for our next phase of regulation we have:

- **responded to health and social care changes** – as the population ages, as science and technology advances, health and care is changing and we are responding to that change
- **delivered what we said we'd do** – the ambitions set out in our strategy for a more targeted, responsive and collaborative approach to regulation
- **used what we have learned** – past three years of comprehensive inspections; feedback from the public, people using services and CQC staff; and working with providers and other stakeholders
- **listened to concerns** – from providers about over-regulation; from the public about holding to account those responsible for the quality and safety of care; from stakeholders about responding to changes in care provision and having a more flexible approach to registration to support innovation.

What's changing/not changing

- We are evolving our approach for how we monitor, inspect, rate and take action to encourage improvement in GP services
- We are looking at key aspects of our approach to regulating independent sector primary care services, NHS 111, GP out-of-hours and urgent care services, primary medical care delivered online, and large scale models of primary care provision such as GP federations, super practices and multi-speciality community providers
- We will be moving to [one set of health KLOEs for PMS](#) – the KLOEs will be used from November 2017 when next phase goes live
- There are no changes to joint inspections.

What work have we done to get here?

- In summer 2016, we ran a survey of GP inspectors to help explore our current PIR process to inform the Monitor workstream
- We ran a survey on the current KLOEs to inform the development of an aligned set of KLOEs
- In Dec 2016 Executive Directors and Directors held briefings on our strategy implementation to set out the key programmes of work around Register, Monitor, Inspect & Rate, Enforce and Independent Voice
- PMS strategy leads have been involved in gathering feedback from their teams on the development of our approach
- We have held strategy briefings and published the presentations
- Workshops have been held with staff to gain further insight including at the PMS national conference and we've analysed the inspection surveys
- We have consulted with staff as part of the first consultation on next phase

Your members might be interested in a [second consultation](#) on next phase has been published. **The consultation runs from 12 June to 8 August 2017.**

Ways in which to respond:

- please read and respond to the consultation at <http://www.cqc.org.uk/nextphase>.
- Email - If you have any questions about this consultation, please email us at nextphase@cqc.org.uk.

Your views are most welcomed and we look forward to meeting with you in July.

Kind Regards,

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Care Quality Commission South Region