CQC Intelligent Monitoring

Update March 2015:

CQC has listened to the concerns of the GP profession and as a result it has agreed not to continue with the use of bandings for GP Intelligent Monitoring, as well as changing the language used to highlight variation between practices so that it does not imply a risk to patient safety.

The BMA, the RCGP and others had raised serious concerns with CQC on the use of data in producing “bands”, which were seen as a direct judgement of care. Concerns had also been raised about the use of the word “risk” when analysing variations in the data.

CQC acknowledges that what they published wasn’t right regarding the use of language around risk, and on the analysis of variation between practices and have apologised. They also acknowledge that bandings have been perceived as judgements about the quality of care. That was not their intent but today CQC have confirmed they are removing the bandings for GP Intelligent Monitoring nonetheless.

Emailed sent November 2014:

The LMC has been approached by a large number of practices expressing their concern at the inaccurate and misleading data published by CQC unfortunately entitled ‘Intelligent Monitoring’.

Firstly, please be aware that you are not alone and that the GPC has condemned the use of these data which are not only inaccurate in many cases but also do not take into account the demographics of the practices nor any other mitigating features.

This link will take you to an article published today in Bournemouth Evening Echo.

I have responded to the article, please see the attached letter.

I will be sending a similar press release to all local newspapers in Wessex plus Wessex MPs pointing out the flawed data and the damage this can have on an already overstretched and demoralised service.

We will also be contacting the local and Regional CQC inspection leads for an assurance that flawed data will not be used during inspections.

In the meantime, practices who have inaccurate or incomplete data or who have had the misfortune to be rated as ‘at elevated risk’ based on weighted patient survey data are urged to provide their own commentary on the damaging parts of the report and post this on their website and on NHS Choices with a copy to: michele.golden@cqc.org.uk.

Providing accurate data or an explanation of why the data is as it is eg very young populations don’t have high prevalence of COPD or heart disease etc, is the most powerful way to combat the negative press given to this.

Finally, please note that this is a national issue which CQC cannot fail to recognise as unhelpful and damaging to many practices and one which we and the GPC will continue to raise on your behalf.

Best wishes
Related guidance...

**Exclusive: GPs demand CQC compensation...**

Two out of five GPs say the CQC should compensate practices it has publicly labelled ‘high risk’ if they are later rated ‘good’ or...

**CQC - Update Meeting & Useful Links**

Wessex LMCs held a number of regional meetings around the LMC patch (Dorset, Hampshire & IOW, Wiltshire) to provide practices with the...

**Email sent by Wessex LMCs, on Tuesday, 10 May 2016**

Email sent by Wessex LMCs, on Tuesday, 10 May 2016 Over the last week there are two very important issues that have been raised...

**Email update from Carole Cusack, Lisa Harding (Directors of Primary Care) & Michelle Lombardi (Assistant Director of Primary Care) - Mar 2015**

PM NEWSLETTER - March 2015 Good afternoon. This is the second in the series of our email newsletters for 2015, which we hope will be...

**PRESS RELEASE: The Care Quality Commissions publications – Intelligent Monitoring of GP Practices**

The Care Quality Commissions publications - Intelligent Monitoring of GP practices. . . The quality of care provided to our patients is...

**Data Does Not Add Up...**

I am sure your readers would have felt concerned about the quality of general practice in Dorset having read your online article...

**Retired QoF Indicators**

There has been significant concerns about the expectation that despite the retirment of some QoF indicators practices would be expected...

**Intelligent Monitoring - a letter sent to the Bournemouth Echo**

Email sent by Wessex LMCs, on Thursday, 20 Nov 2014 This is the article that my letter refers to....
Private firms could take temporary control of practices at risk of closure...

Pulse Career Pathways: What is it like to be a portfolio GP?

Pulse Live 2014 Highlights...

Pulse Power 50 2015

Senior Doctors Condemn Proposal to Charge Patients to See GP

South West New Forest MCP Update, Issue 1

South West New Forest MCP Update, Issue 2

Struggling practices to be offered emergency support after Pulse campaign...

Support scheme extended for overworked Practice Manager...

Tackling common problems for new GPs

Transatlantic Exchange between the NHS and The Veterans Health Administration

Trick or treat? PM announces a new GP contract

Vanguard GPs open shared branch surgery to deliver seven-day access for 70,000 patients

Vanguard GPs to offer longer appointments and extended hours

Vanguard NHS trusts face Monitor probe over financial or governance problems

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