

General
Date you started working at the practice / Number of hours worked a week:
What are your mains duties and lead roles?
Has your role changed in the last 12 months? If so, how?
What is good about working for this practice or what do you think the practice does well?
Is there anything you would like to see improve or change?
Safeguarding
Have you received training in safeguarding adults and what level was this training?
Have you received training in safeguarding children and what level was this training?
Do you think you have a good understanding of safeguarding?
Do you feel confident in responding to safeguarding concerns?
Who is the safeguarding lead within the practice?
What are the different types of abuse a person may be subjected too? / What could be a sign of abuse?
Recruitment system
Have you had a disclosure and Barring (DBS) check? / enhanced or standard check?
Have you had to provide evidence of your own immunisation status? (if relevant to role) For example, hepatitis, COVID-19 vaccine.
Safety systems and records
Do you have the equipment required to perform your role? / How are defects/faults reported?
Are you satisfied with the health and safety arrangements within the practice?
When is the fire alarm tested? / When was the last full fire drill? / Where is the assembly point?
Where is emergency equipment kept?
What happens when the panic alarm is sounded?
Where is the accident book kept?
Infection prevention and control
As a result of COVID-19, do you feel enough changes are in place to ensure infection control arrangements are sufficient to protect staff and patients?
Have you received training on infection prevention and control, relevant to your role, including training related to COVID-19?
How do you handle clinical specimens and where are they stored, if this is part of your role?
Who is the infection prevention control lead? / When was the last infection control audit? Is there an action plan resulting from the audit?
What would you do if a patient was sick in the waiting room?

Risks to patients
Do you think there are enough staff to provide safe, high-quality care? (when everyone who should be on duty is at work).
Do you have any comments about staffing levels?
What systems are in place for e.g. sickness, busy periods, bank holidays?
Are you able to access the emergency equipment and emergency medicines easily
Have you received any of the following training in the last 18 months: <ul style="list-style-type: none"> <li>• Basic first aid</li> <li>• CPR</li> <li>• Anaphylaxis</li> <li>• Fire safety</li> <li>• Sepsis awareness</li> <li>• Confidentiality and information governance</li> <li>• Chaperoning</li> <li>• Equality and Diversity</li> </ul>
Have you received enough specific training for your role?
Clinical staff: How are the competencies of your role assessed?
All staff: Do you receive appraisals and/or supervision?
Safe care and treatment
What is your involvement in arranging routine care/monitoring (such as for long-term conditions/high risk medicines) for patients, including housebound patients?
What is your role in ensuring patients, including vulnerable and children, are followed up if they fail to attend appointments?
If relevant to your role, how do you ensure that care and treatment is delivered following evidence-based guidelines? Please give examples of use.
How are chaperones offered & recorded? / Have you been a Chaperone? / How can you raise any concerns you may have when acted as a chaperone?
What translation services are available for patients?
Significant events and Incidents
Please describe how you would report an incident or significant event? Where is the policy?
Are you invited to meetings where significant events and incidents are discussed?
Does the practice share incidents, significant events and learning with staff?
Please describe any event (no matter who reported it) where learning has been shared with you and changes made as a result.
Is there an alert or marker on a patient's record to show they are vulnerable? How do you know who is; <ul style="list-style-type: none"> <li>• A vulnerable adult</li> <li>• A child at risk</li> <li>• Deprivation of liberty safeguards in place (DoLS)</li> </ul>

<b>Complaints</b>
Where would a patient find information on how to make a complaint?
Are you made aware of any complaints made regarding the practice? Have you any examples of improvements made following a complaints investigation?
Have you been involved in any complaint investigation?
<b>Leadership</b>
Do you feel supported by team leaders, managers, higher level management? / Examples
Are team leaders and managers visible and approachable?
Are you provided with enough guidance, written procedures and/or policies to perform your role? How are these accessed?
Do you think your practice has a clear vision for the future?
How have you been involved in developing the strategic planning (mission statement/vision, values) of the practice?
<b>Culture</b>
How would you describe the culture of the service? What is the work atmosphere like?
Do you know what whistleblowing is?
Does the practice have a Freedom to Speak up guardian and instructions of how to contact them?
If you were to raise a concern, especially in relation to safe patient care, do you think it would be welcomed?
How are changes communicated at the practice?
Do you have the opportunity to attend meetings? If so, what meetings do you attend? / How can you add items to the agenda for practice meetings?
What are the benefits of attending these meetings?
<b>Engagement with staff and patients</b>
Do you think your views are listened to and acted upon?
Please give an example of a change made as a result of staff feedback
How is patient feedback gathered?
Please give an example of a change made as a result of patient feedback

Teams Specific - GPs / NPs
<p>Questions will be asked about any areas that are particular low or high in the following;</p> <ul style="list-style-type: none"> <li>• QOF</li> <li>• Exception reporting</li> <li>• Prevalence</li> <li>• Referrals</li> <li>• 2 week waits</li> <li>• Prescribing</li> <li>• Intelligent monitoring</li> </ul> <p>Consider auditing areas in which you are an outlying.</p>
<p>How are patients monitored on particular drugs, e.g. methotrexate, warfarin, thyroxine etc.? Run searches to ensure patients are monitored</p>
<p>Tell me what you understand about Fraser Guidelines &amp; Gillick Competence?</p>
<p>What do you know about the Mental Capacity Act?</p>
<p>How are changes in clinical guidance shared with the clinical team? (E.g. NICE guidance)</p>
<p>Who receives safety alerts? / How are safety alerts actioned? / Is there a policy?</p>
<p>How is consent recorded in patients records?</p>
Teams Specific – Nurses / HCAs
<p>Where are the PGDs/PSDs kept? Are they all signed &amp; up to date?</p>
<p>What infection control training takes place in the practice?</p>
<p>What are the different types of abuse a person may be subjected too? / What could be a sign of abuse?</p>
<p>Who checks the temperature of the vaccine fridge(s)? / What temperatures should vaccines be stored in between? / What happens if the temperature goes out of range? / Is there a cold chain policy in place?</p>
<p>If you had concerns about a member of the clinical team, who would you report it to? / If your concerns had been brushed away, what else could you do? What policy could you refer to?</p>
<p>How does stock control for clinical items work in the practice? Who checks expiry dates?</p>
<p>How often do you change your uniform? / What temperature do you wash your uniform at?</p>
Teams Specific – Other
<p>Where are blank prescriptions kept? / Is a log of prescriptions kept?</p>
<p>Who changes medication on the clinical system? / Who can repeat prescription queries be discussed with?</p>
<p>Is it easy for patients to get an appointment? Do they have to wait long?</p>