

Care Quality Commission

General Practice staff feedback form

Inspection date: TBC

Dear staff member	
Thank you for taking the time to complete this form, it is important to us that we hear from you. If you wish/prefer to speak with the inspector directly please call Inspector on TBC or email TBC	
Please return your completed questionnaire by email directly to TBC by TBC quoting 'Staff feedback and practice name' in the subject line. All responses are treated in confidence so please do not send the completed questionnaire to anyone else.	
Practice name:	
Your Name (Optional):	
Date you started working at the practice:	
Number of hours worked a week:	
Role: 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	Yes/No
<i>Have you received training in safeguarding adults?</i>	
<i>What level was this training?</i>	
<i>Have you received training in safeguarding children?</i>	
<i>What level was this training?</i>	

<i>Do you think you have a good understanding of safeguarding?</i>		
<i>Do you feel confident in responding to safeguarding concerns?</i>		
<i>Who is the safeguarding lead within the practice?</i>		
<i>Please add any further comments:</i>		
Recruitment systems		Yes/No
<i>Have you had a disclosure and Barring (DBS) check?</i>		
<i>If known, was this an enhanced or standard check?</i>		
<i>Have you had to provide evidence of your own immunisation status? (if relevant to role) For example, hepatitis, COVID-19 vaccine.</i>		
<i>Please add any further comments:</i>		
Safety systems and records		Yes/No
<i>Do you have the equipment required to perform your role?</i>		
<i>Are you satisfied with the health and safety arrangements within the practice?</i>		
<i>Please add any further comments:</i>		
Infection prevention and control		Yes/No
<i>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?</i>		
<i>Please add any further details if required.</i>		
<i>Have you received training on infection prevention and control, relevant to your role, including training related to COVID-19?</i>		
<i>How do you handle clinical specimens and where are they stored, if this is part of your role?</i>		
<i>Who is the infection prevention control lead?</i>		
<i>Please add any further comments:</i>		
Risks to patients		Yes/No
<i>Do you think there are enough staff to provide safe, high quality care? (when everyone who should be on duty is at work)</i>		

<i>Do you have any comments about staffing levels?</i>	
<i>What systems are in place for e.g. sickness, busy periods, bank holidays?</i>	
<i>Are you able to access the emergency equipment and emergency medicines easily?</i>	
<i>Have you received any of the following training in the last 18 months:</i>	
<i>Basic first aid</i>	
<i>CPR</i>	
<i>Anaphylaxis</i>	
<i>Fire safety</i>	
<i>Sepsis awareness</i>	
<i>Confidentiality and information governance</i>	
<i>Chaperoning</i>	
<i>Equality and Diversity</i>	
<i>Have you received enough specific training for your role?</i>	
<i>Clinical staff: How are the competencies of your role assessed?</i>	
<i>All staff: Do you receive appraisals and/or supervision?</i>	
<i>Please add any further comments:</i>	
Safe care and treatment	
<i>What is your involvement in arranging routine care/monitoring (such as for long-term conditions/high risk medicines) for patients, including housebound patients?</i>	
<i>What is your role in ensuring patients, including vulnerable and children, are followed up if they fail to attend appointments?</i>	
<i>If relevant to your role, how do you ensure that care and treatment is delivered following evidence-based guidelines? Please give examples of use.</i>	
<i>Please add any further comments:</i>	
Significant events and Incidents	Yes/No
<i>Please describe how you would report an incident or significant event?</i>	
<i>Are you invited to meetings where significant events and incidents are discussed?</i>	
<i>Does the practice share incidents, significant events and learning with staff?</i>	
<i>Please describe any event (no matter who reported it) where learning has been shared with you and changes made as a result.</i>	
<i>Please add any further comments:</i>	
Complaints	Yes/No
<i>Where would a patient find information on how to make a complaint?</i>	

<i>Are you made aware of any complaints made regarding the practice? Have you any examples of improvements made following a complaints investigation?</i>	
<i>Have you been involved in any complaint investigation?</i>	
<i>Please add any further comments:</i>	
Leadership	Yes/No
<i>Do you feel supported by team leaders, managers, higher level management?</i>	
<i>Can you please give some examples to demonstrate your answer?</i>	
<i>Are team leaders and managers visible and approachable?</i>	
<i>Are you provided with enough guidance, written procedures and/or policies to perform your role?</i>	
<i>Please add any further comments?</i>	
	Yes/No
<i>Do you think your practice has a clear vision for the future?</i>	
<i>How have you been involved in developing the strategic planning (mission statement/vision, values) of the practice?</i>	
<i>Please add any further comments:</i>	
Culture	Yes/No
<i>How would you describe the culture of the service? What is the work atmosphere like?</i>	
<i>Do you know what whistleblowing is?</i>	
<i>Does the practice have a Freedom to Speak up guardian and instructions of how to contact them?</i>	
<i>If you were to raise a concern, especially in relation to safe patient care, do you think it would be welcomed?</i>	
<i>How are changes communicated at the practice?</i>	
<i>Do you have the opportunity to attend meetings? If so, what meetings do you attend?</i>	
<i>What are the benefits of attending these meetings?</i>	
<i>Please add any further comments:</i>	
Engagement with staff and patients	Yes/No
<i>Do you think your views are listened to and acted upon?</i>	
<i>Please give an example of a change made as a result of staff feedback</i>	
<i>How is patient feedback gathered?</i>	

Please give an example of a change made as a result of patient feedback

Is there anything else you would like to tell us?

Thank you for completing this questionnaire.