

# CQC Personal Assessments

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The purpose of this questionnaire is to see if there are any areas you need to learn more about and will guide your personal development plan. Don't be shy about saying there are areas you don't know about, the sections link to the required CQC regulations and could be asked by the CQC visiting team when they come. Some of the sections might not be relevant to your role but if unsure we will discuss this with you.

Name:

Date:

## **Regulation 9: Person-centred Care**

Do I give relevant information / contact details about services to patients?

Do I understand and follow the Chaperone policy?

Have I had adequate training to participate in this role?

Do I know how to access interpreter services?

Have I read the equality and diversity document?

Do I need to do the e. learning equality and diversity module?

Have I done the training on confidentiality?

Do I have any worries or questions about how we manage confidentiality?

Do I think this surgery treats people with sufficient dignity and respect?

Are there any areas you think we need to change?

## **Regulation 11: Need for Consent**

Have I done the training on consent and mental capacity?

Do I feel I know enough about consent to do my job properly?

Do I know who can give consent

Do I understand when it is appropriate to respect the confidentiality of children?

## **Regulation 12: Safe Care and Treatment**

Do I tell people my name and job title

Do I know how to report an adverse incident regarding the care or treatment of a patient?

Do I know how we act on safety alerts?

Do I act on safety alerts if it is part of my role?

Can I recognise if someone is unwell or their condition is deteriorating?

Do I know what to do in the event of an emergency with a patient?

Do I know how results and letters are handled?

Do I know how the referral process works and letters are produced?

Do you have any thoughts about how any of the above can be improved?

## **Regulation 13: Safeguarding service users from abuse**

Have I done safeguarding training as required for my role

Do I know who to contact if I have a concern regarding an adult or child.

Do I know how to respond to an individual disclosing abuse to me

Do I know how to escalate concerns if I believe other professionals have not responded to my concerns appropriately

## **Regulation 15: Cleanliness, safety and suitability of equipment**

Have I read the cleanliness policies?

Do I wash and cleanse my hands appropriately?

Do I know how to handle specimens appropriately?

Do I know how to use and dispose of sharps safely?

Do I know what to do in the event of an inoculation injury?

Do I know if I have had the correct vaccinations and monitoring for my role?

Do I know how to decontaminate or dispose of equipment correctly?

Do I know which waste receptacle to use and how they are rotated when full? Do I know there is a system of maintenance and checking of equipment?

Do I know all electrical equipment has an annual safety check?

Do I know how we manage safety alerts about equipment?

Do I know how to report a problem with any equipment or fixtures?

Do I understand how to safely use all equipment I am asked to use?

Do I know how to decontaminate appropriate equipment?

Do I know which items are single use disposable items and how to dispose of them?

Do I know how to maintain the cold chain for vaccines and some medication and the importance of maintaining accurate vaccine fridge records?

## **Regulation 15: Cleanliness, safety and suitability of premises**

Do I know where the correct cleaning materials are and which to use?

Do I know how to deal with spillages of vomit, urine etc?

Do I know what to do if we need to evacuate the building in an emergency?

Do I know how to maximise my own personal security and the security of the building and contents?

Do I know how each type of waste material is disposed of?

Do I know how to report a problem with the premises?

Do I know the location of the business continuity plan?

Do I know about any hazardous substances on the premises and the safe way to manage risks associated with these?

Do I know how to offer a suitable place for breast feeding if wanted?

## **Regulation 16: Receiving and acting on complaints**

Have you read the policy and had adequate training about how to deal with a complaint

Do you know where the relevant information is

Do you know how the practice analyses and tries to learn from complaints?

## **Regulation 17: Good Governance**

Do you know who the Caldicott Guardian is and their role?

Have you done the required Information Governance Training?

Do you understand what is required of you in the code of connectivity to NHS Net?

Do you know how we handle items to be shredded?

Do you understand the importance of accurate coding of information when appropriate?

Do you know we have a summarising policy in place?

Do you understand the importance of data security and adequate back-up procedures?

Do you know how to respond to an individual who requests access to their medical record?

Do you know how to respond to an individual who requests information about the practice organisation (Publication Scheme?)

## **Regulation 18: Staffing/Regulation 19: Fit and proper persons employed**

Do you know how to find the policies you require?

Do you know why the DBS check is needed?

Do you know what indemnity arrangements you have?

Do you know what training you need to do and how to access it?

Do you know how to access the locum file?

If you think staffing levels are too low, do you know how to raise concerns?

Do you know how to access the employment policies?

Am I aware of induction training for new members of staff

Do you have a Personal Development Plan?

Do you feel supported by the appraisal process?

Do you know how to access any training you require and how to record it?

Do I know how to report bullying or harassment?

Do I know how to raise concerns about another person (whistleblowing?)