

Typical CQC questions for Nurses in General Practice

This is a list of the common questions you will be asked however, this list isn't exhaustive! The document has been split into four areas that will be covered by CQC, these are:

1. [Safety](#)
2. [Effectiveness](#)
3. [Patient care](#)
4. [Leadership](#)

Each section has been set into a table with a checklist so you can go through and check off each question to confirm that it has been covered.

If you feel that there is something missing from this checklist or have further questions please contact Jane on 0117 9702755 or jane@almc.co.uk

1. Safety

Vaccines	Who is responsible for the cold chain?	
	How does the cold chain work?	
	How often are the vaccines rotated	
	How often is the fridge cleaned?	
	Who is the lead?	
	Who covers if the lead is away?	
	What does your work involve?	
Infection Control	Who is the lead for Infection Control?	
	What is your understanding of Infection Control?	
	What training have you had?	
	Where is the Infection Control policy and recent audit?	
	How do you deal with spillages	
	How do you handle specimens? What training has there been?	
	What are the procedures for waste management?	
	What would you do if there was a sharps injury?	
	What hand washing facilities are there?	
	Are these hand washing facilities accessible to all staff?	
	Are all clinical staff trained in hand washing techniques?	
What processes are in place to prevent poor hand hygiene?		
Safeguarding	Who is the lead for Safeguarding?	
	What are the leads contact details?	
	Have you had Safeguarding training? What level and when?	
	Can you access the Safeguarding policy and numbers?	
DBS checks	Are you DSB checked?	
	Are all staff DBS checked?	
	Who has to be enhanced DBS checked?	
Chaperones & consent	Do you have a chaperone policy?	
	Are staff trained in the chaperone policy?	
	Do you document when a chaperone has been offered?	
	Are posters visible to patients?	

	What's the difference between Gillick and Fraser guidelines?	
	Mental health capacity, how do you determine this?	
	What are the HCA's understanding if they use PSDs and the issues around them? e.g. accountability, delegations and safety	
	How do you keep up to date? E.g. appraisals & NMC pin number	
Medicines and emergency equipment	Where do you record stock of emergency equipment and drugs?	
	Why has the Practice decided to store these?	
	How do you ensure medicines are handled safely? Storage, dispensing, disposal and repeat prescription	
	How do you keep things safe? E.g. locking the room	
	What are your Cx smears rates/training and inadequate?	
	Are you involved in monitoring pts experiences and outcomes?	
	How would you report and incident?	
	How are lessons learned if things go wrong? Can you provide an example?	
Vulnerable patients	Is there a system to highlight vulnerable adults in these areas: Physical, Sexual, Financial, Psychological, Neglect/Omission & Discrimination	
Significant events	Have you been involved in a significant event?	
	If so, can you evidence what has been learned as a result?	

2. Effectiveness

What evidence based guidelines do you use and access?	
How are nursing staff recruited? Where you consulted? Where you involved in the interviews?	
How often do you have an appraisal?	
What format do the appraisals take? Are they useful? What is discussed?	
Do you know what training you need for CPD?	
How do you refer to other services? Can you give examples?	
Do you always have the information/equipment to do your job?	
How do you gain patients consent? What would you do if the person didn't have the capacity to consent?	
Are you involved with new patient and over 75 checks?	
Have you had updated of vaccines e.g. flu	
How do you identify patients who may need extra support and how is this managed?	

3. Patient care

How do you ensure privacy, dignity and, diversity is respected?	
How do you involve patients in their care?	
How do you cope with language problems?	
How do you and the Practice reflect patients' needs e.g. accessing appointments or a patient with complex needs?	
What would you do if someone made a complaint?	
How do you know you are being effective?	

4. Leadership

What are some of the challenges of delivering quality care?	
How has the Practice addressed this?	
Can you access Practice policies and procedures?	
What happens in Practice meetings?	
How do you engage with the wider PN workforce?	
Do you feel supported by the Practice Manager/GP's?	
What is the culture like?	
What is the vision of the Practice?	
Are there any gaps in the nursing provision?	
What evidenced examples do you have for clinical governance? E.g. unexpected deaths, new cancers and other life changing diagnoses, significant events, patients complaints	