



WJ HEALTHCARE

**CARE QUALITY
COMMISSION
(CQC) POLICY**

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1. Document Control

a. Confidentiality Notice

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b. Document Details

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2. WJ Healthcare and The Care Quality Commission

WJ Healthcare is fully concordant with all CQC registration requirements and regulations as outlined in statute and published on The Care Quality Commission website (1). As WJ Healthcare is not responsible for providing regulated activities, nor owns the sites where regulated activity is performed then CQC registration is not specifically required for the organisation. This has been confirmed in writing, on the 1st of May 2024, by the Care Quality Commission advisory service. Despite this, WJ Healthcare, ensures that all sites where WJH Member Specialists carry out regulated activity are CQC registered and compliant (Appendix 1: List of CQC Registered sites receiving WJ Healthcare).

All WJ Healthcare Member Specialists, who require CQC registration to perform regulated activities, either as an individual or an organisation are mandated to have this in place without exception and this is checked by The WJH Compliance Team.

3. CQC Responsibilities

Ultimately, the Care Quality Commission is an independent regulatory body that has the responsibility of registering, inspecting and reporting on those activities that are regulated. This is not the responsibility of WJ Healthcare. These processes will not be duplicated by WJ healthcare, as we neither have the authority or expertise.

WJ Healthcare is committed to ensure all Member Specialists or their organisations are registered and that no patient is treated outside this statutory process. WJ Healthcare will assist in all CQC investigations and processes as requested as part of a commitment to drive care standards up and improve patient safety.



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4. WJ Healthcare Responsibilities

WJ Healthcare will:

- Ensure CQC Registration and compliance is in place at all sites where WJ Healthcare Specialists see our patients.
- Maintain a record of all CQC Registered sites where WJ Healthcare patients can be seen. This will include a review of concerns and requirements.
- Facilitate concordance with inspections and recommendations when required to do so.
- Discuss and record CQC processes via WJ Healthcare connected doctors annual appraisal.
- Ensure there is public access to a 'Raising Concerns' process where concerns regarding CQC compliance or non engagement are highlighted.

WJ Healthcare will not:

- Carry out site inspections of CQC regulated sites or individuals, but rely on the CQC to discharge these duties.

5. WJ Healthcare Oversight

WJ Healthcare has in place a number of processes to ensure appropriate CQC registration is in place and engagement is in place. These include:

a. Membership / Pre-employment processes

All doctors full scope of practice, qualifications, governance process and CQC status is assessed by a WJ Healthcare expert prior to becoming a Member and listed Specialist. When CQC registration is required the status of this is checked and documented including a discussion around any concerns and future inspections.

If there is no CQC registration in place, when it is required, then by WJ Healthcare regulations the doctor is not a Member specialist and cannot treat WJ Healthcare patients.



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b. Ongoing Oversight

Member Doctors are contractually required to inform WJ Healthcare of any change to CQC status including recommendations as well as discussing any and all Local and GMC Complaints or concerns raised. WJ Healthcare Member Doctors all have a local complaints process on site and information on how to access the WJ Healthcare Complaints and Responding to concerns pathway. Patients are also signposted to these whenever it is appropriate to do so.

c. Appraisal Process

WJ Healthcare appraisers are trained to review and document CQC status and concerns as part of the annual appraisal process, which is then reviewed by the WJ Healthcare revalidation team.

6. Raising Concerns Regarding CQC compliance or Non engagement:

WJ Healthcare has any active Responding to Concerns policy in place, available on the WJ Healthcare website (2), that can be accessed via phone, on-line and in writing. WJ Healthcare will address all concerns including those raised regarding CQC status in keeping with this policy.

7. WJ Healthcare Approved Sites

A full list of approved WJ Healthcare clinical sites is available on request via:

Email: Admin@WJHealthcare.co.uk

Tel: 0333 772 3242

Address: WJ Healthcare, 7 The Precinct, Cheadle Hulme, Manchester, SK8 5BB



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8. Useful Reading

- ☐ www.cqc.org.uk
- ☐ www.wjhealthcare.co.uk
- ☐ **WJ Healthcare Responding
to Concerns Policy**