



CQC compliance Wednesday 12 June 2019

This interactive workshop will focus on how to prepare and understand what is expected for a successful CQC inspection. Attendance will ensure that all practice team members are fully aware of the requirements for CQC compliance.

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| Time | 09:30-12:30 (registration and refreshments from 09:00) |
| Venue | Londonwide LMCs' offices, entrance D, Tavistock House, Tavistock Square, London WC1H 9LG. |
| Cost | £95 (including VAT) for attendees from Londonwide practices. £190 (including VAT) for attendees from practices from other areas. |
| Target Audience | Owners, registered managers, care managers, nominated individuals, policy or compliance managers, trainers, assessors and those new to management in primary care. |
| Overview | The workshop will provide delegates with an overview of the CQC inspection processes and the evidence requirements to ensure sufficient and effective understanding of the inspection and improvement process. The workshop will also focus on the policies and documents required and the training needs of the team. |
| Aims | <ul style="list-style-type: none">• To enable participants to look at and deal with the fundamental areas of the CQC inspection process.• To focus on how to create a culture of buy-in within the practice through a better understanding of the CQC assessment framework.• To enable participants to map the techniques onto their own practice and to be fully updated to incorporate the CQC inspection changes applicable from 2018.• To provide tips and insights on good practice and, also on inadequate general practice.• To provide a practical usable framework for CQC compliance to achieve a "good" or "outstanding" rating followed by CQC inspection and to ensure delegates are fully aware of the requirements for CQC compliance. |
| Duration | Three hours. |
| CPD | Three hours. |
| Format | Introduction, presentation, pre and post inspection discussion, Q & As. |
| Presenters | Ms Rathai Thevananth, Managing Partner Arnos Grove Medical Centre, CQC Specialist Advisor, UCL Quality Improvement Fellow and Primary Care and Compliance Specialist Consultant. |

Practice staff event

Booking form: CQC Compliance 2019-06-12



The cost for attendance is **£95 for attendees from Londonwide practices and £190 (including VAT) for attendees from practices from other areas**. Places are limited so please complete the form below and return it with your cheque, payable to 'Londonwide Enterprise Ltd', or choose the pay by BACS option for the attention of Karen Cooper karen.cooper@lmc.org.uk at Londonwide LMCs, Tavistock House, Tavistock Square, London, WC1H 9LG by **Friday 7 June 2019. Please complete and save this form before emailing it.**

Name: _____

Practice/contact details: _____

Postcode: _____ Email address: _____

Dietary/Access requirements: _____

Please tick the appropriate box for your payment preference: BACS cheque

If you choose the BACS option you will receive a separate email with bank account details for payment.

Please tick this box to indicate that you have read our Terms and Conditions

Terms and Conditions

Londonwide LEAD

All bookings are subject to the terms and conditions set out below. The person making the booking accepts all terms and conditions as set out herein on behalf of those named. In regards to data, the only data that may be shared would be name, profession, practice name and/or practice area. The fee includes lunch, refreshments and a copy of the event documentation and is inclusive of VAT.

Cancellations/Substitutions

Cancellations made at least four weeks before the event date will be charged at 10% of the total cost. Cancellations made between this date and at least two weeks before the event date will be charged at 50% of the total cost. Cancellations made after this date will be charged the full total cost. We regret that any cancellation after this date cannot be refunded, and that refunds for failure to attend the event cannot be made. However you can send a substitute delegate at any time. Cancellations and substitutions must be made in writing to lead@lmc.org.uk.

| Cancellation period | Discount |
|---|--|
| At least four weeks before the event date | 10% of the total cost will be charged |
| At least two weeks before the event date | 50% of the total cost will be charged |
| Less than two weeks before the event date | 100% of the total cost will be charged |

Access Requirements

To help us ensure that all delegates attending the event are able to participate fully, please let us know about any requirements you have when you complete the form.

Dietary Requirements

We always provide vegetarian options at our events, but please inform us on the form if you need us to cater for any other dietary requirements.

Data Protection

Londonwide Enterprise Ltd and Londonwide LMCs Ltd are committed to protecting your privacy and security. Both Londonwide Local Medical Committees Ltd and Londonwide Enterprise Ltd are registered as Data Controllers with the Information Commissioner's Office, as required under the Data Protection Act 1998. Londonwide LMCs Ltd registration number is Z1239475 and Londonwide Enterprise Ltd is Z1965945. In order to deliver our services to you, we need to process and store your personal information, which will be done in a secure manner.

By entering your details, you agree to allow Londonwide Enterprise Ltd and Londonwide LMCs Ltd to contact you (by mail, email, telephone, SMS or fax) regarding its services and activities. If you do not wish to receive these communications, please tick the box below.

By ticking this box, I confirm that I do not wish to receive further information on events or services provided by Londonwide LMCs Ltd or its subsidiary Londonwide Enterprise Ltd.

By ticking this box, I confirm that I would like to receive information from carefully selected partners/associates/exhibitors, which provide health care related services, products or information.

If you change your mind in the future regarding the receiving of communications from Londonwide LMCs Ltd, Londonwide Enterprise Ltd or selected third parties, please confirm this in writing to Paul Tomlinson, Company Secretary (Paul.Tomlinson@lmc.org.uk).

Events may be supported by external companies, including pharmaceutical suppliers. Your name, profession and location area may be shared with these carefully selected exhibitors and sponsors at events.

Event Language – English

Alterations to the advertised event:

It may be necessary for reasons beyond the control of Londonwide Enterprise Ltd to alter the timing of the event, the identity of the speaker, the date or the venue but the event objectives will remain the same. In the unlikely event that the scheduled event is cancelled by Londonwide Enterprise Ltd (as opposed to postponed), we will refund you the registration fee, but to the fullest extent permitted by law, we will not be liable to you for any other costs or losses, whether direct or indirect. This does not affect your statutory rights. Londonwide Enterprise Ltd shall not be liable for loss of profit or business damage, whether direct, indirect or consequential, howsoever caused.

Venue policies

Delegates in attendance will be expected to comply at all times with the rules and regulations imposed by the venue and may be removed from the event for failure to do so. Any loss of personal property at the venue is at your own risk. You may be held liable for any damage you may cause at the venue.

Feedback, Complaints, Comments and Suggestions

If you have any feedback, complaints, comments or suggestions about an event then please contact us in writing to lead@lmc.org.uk. We will acknowledge this within ten working days and agree an appropriate timescale with you in which to respond to your request.

Equality

Londonwide LMCs Ltd and Londonwide Enterprise Ltd is committed to equality for all. Londonwide Enterprise Ltd does not tolerate any form of exclusion, harassment, victimisation, bullying or other unfair discrimination on any grounds including protected characteristics as described in the 2010 Equality Act. All participants (including wider groups of individuals connected to the organisation) are expected to value and respect each other.

The behaviour of non-employed associates of the company will be addressed where they are in breach of this principle and may be subject to the following actions:

- Contractors/speakers/exhibitors may have their contract terminated.
- Course delegates may be removed from their programme
- Venues and their staff – this will be followed up and a review undertaken on whether to use those facilities again.

Force Majeure

Londonwide Enterprise Ltd shall not be liable for any failure to perform its obligations where caused by circumstances beyond its control including for example acts of God, war, riot, explosion (including terrorist attack), abnormal weather, or natural physical disaster, fire, flood, strikes or Government, or Government agency, action or regulations.

VAT Registration

All payments are subject to VAT and Londonwide Enterprise Ltd VAT registration number is 130 1454 66.

You can also find our [Terms and Conditions here](#).

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