

Care Quality Commission (CQC) notifications guidance



- This is a desktop resource to inform practice team members what they need to do in order to notify the CQC of any events, incidents and changes that may affect patients using practice services.



Care Quality Commission (Registration) Regulations 2009



- [Click here to read the full CQC regulations.](#)
- Regulations 14 to 18 of the Care Quality Commission (Registration) Regulations 2009 require you to notify the CQC of any events, incidents and changes that may affect people using the service.
- You must use forms provided by the CQC or by logging into your online account if applicable.





What to report (1)

Click on the links below to read further guidance (note this is not an exhaustive list):

- [New partner joining or leaving.](#)
- [Changes of provider for an activity.](#)
- [Changes of a registered manager.](#)
- [Changes to a registered individual's name.](#)
- [Changes to a practice name and address.](#)
- [Changes of main contact email address and telephone number.](#)
- [Change to statement of purpose.](#)
- [Allegation and abuse \(Safeguarding\).](#)
- [Absence and return of individual providers or registered manager after 28 days.](#)



What to report (2)

- Death of patient (regulated activity).
- Death of provider.
- Police involvement.
- An event resulting in services not running safely or properly.
- Partnership change.
- Serious injury of a person using the services.
- Insolvency.
- You can find the [forms here](#).
- Please return your forms to this email address: HSCA_notifications@cqc.org.uk.

Top tip: some of these changes may require you to alter your statement of purpose.

How to submit notifications and who should do it



- The 'Registered Person' should submit notifications to the CQC.
- The 'Registered Person' is either the partnership or individual registered to provide regulated activities under the Health and Social Care Act 2008.
- Notifications should be submitted using the [forms](#) provided by the CQC.



Data protection

- When providing the CQC with information about a named person, to ensure confidentiality and to avoid breaching the Data Protection Act, please use a unique reference (ID code).
- You will need to create a ID code for all registered individuals and keep the identification in a secure place. The identity of the person is only needed if the CQC requires more information about a notification that has been made.
- Please note when creating an ID code, it should not be easy to identify individuals from the code, e.g. using a date of birth.





Timeframes

- Changes to your statement of purpose – within 28 days.
- Planned absences for 28 days or more – must be submitted 28 days before they begin.
- Emergency absence – within five working days of the start of absence.
- Return to work from an absence – within seven days.
- Other – ‘as soon as reasonably practicable’ and advance of the change unless it is not possible.



Deaths

Not all deaths need to be reported to the CQC, but you must report deaths which:

- Occurred while regulated activity was being provided.
- Occurred within two weeks of regulated activity being provided.
- Was the result of the regulated activity.
- Was the result of how the regulated activity was provided.
- Caused as a result of unappropriated care giving.

Notify the CQC of the above without delay.

[Read the CQC's Nigel's surgery 21 guidance for further information](#)



Further information and references

- [CQC guidance – notifications guidance.](#)
- [CQC notifications finder.](#)
- [CQC guidance – Nigel’s Surgery 21 – death notifications.](#)
- [CQC Statutory Notifications guidance.](#)

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