

# Care Quality Commission (CQC) triggers guidance



- This is a desktop resource to inform practice team members of the situations that can trigger an announced or unannounced CQC visit.





# Previous ratings

Normally your practice will be revisited by the CQC within a certain time period depending on your previous rating:

- Inadequate – six months.
- Required Improvement – 12 months.
- Good and Outstanding – five years.

However, a trigger, can cause a visit from the CQC at anytime which can either be an [announced](#) inspection or an unannounced inspection.



# What can trigger a CQC investigation?

- Complaints.
- Surveys.
- Friends and Family Test (FFT) responses.
- NHS comments on the practice website.
- Patient participation group (PPG).
- Care homes.
- Commissioners (NHS England/CCG).
- CQC annual regulatory review with [22 questions](#).

# Further information and references



- [CQC guidance on when they will inspect GP practices.](#)



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Visit [www.lmc.org.uk](http://www.lmc.org.uk) or contact our GP Support team ([gpsupport@lmc.org.uk](mailto:gpsupport@lmc.org.uk)) for further information on CQC and guidance to help general practice.



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