

Appendix C

The types of questions that a CQC Inspector may ask non-clinical staff

1. How long have you been working here?
2. What it is that you do at the practice?
3. Do you have an updated job role responsibility and description, contract and staff handbook?
4. Name one good thing you like about your work?
5. Do you have any concerns?
6. Do you feel supported?
7. How are you treated by the management and Partnership?
8. How did you apply for the job?
9. Did you have an interview when you applied for the job?
10. Were references taken when you were appointed?
11. Did you have a CRB/DBS check for the current position?
12. Have you received training and describe it?
13. Do you have regular meetings as a practice or individual?
14. Are you included in adding to the agenda and receiving meeting minutes?
15. Do you have staff appraisal?
16. Where are the anaphylactic kits and are they checked regularly?
17. Do you know about vulnerable adults and children and who is the lead and what do you do for out of hours or if the lead is not here?
18. Are you aware of a whistle blowing policy and do you feel free to blow the whistle if and when necessary?
19. How do you react when you read NHS choices, if there is a complaint?
20. Do you know about the complaints procedure and can you describe it?
21. What do you do if a patient is sick in the waiting room?
22. How do you operate the appointment system?
23. Was there any significant event that you know about?
24. Confidentially and privacy - how do they work when dealing with patients?
25. How do you treat people with dignity and respect?
26. Describe the chaperone policy and procedure and is training provided for chaperones? Are you a chaperone? If yes, describe your role and responsibilities?
27. How are areas kept clean and tidy and do you have any concerns about the cleanliness of any areas?
28. Do you have an incident and accident book and where is it kept?

Please note, the inspector might ask entirely different questions, but these are the types of questions that members of staff at the practice should prepare for.