

Challenge	Mitigation
<p>It can be a challenge to get the timing of your application on the CQC portal right, as it can take a long time for CQC to review your application (over 6 months in some cases). Timelines are not always consistent or clear</p>	<p>Think about registration early, don't leave it too late but be honest with yourself on clinic opening timing – this is the biggest reason for delays in the process. You need to be clear, realistic and honest about your opening time when you register on the portal. If CQC are ready for you and your clinic isn't ready, you risk getting put back to the end of the pile and essentially going through the whole process again</p>
<p>There is a lack of consistency in the information requested and you don't always know what policies, procedures and other key documentation they will ask for.</p>	<p>Have key documentation, policies and procedures ready in advance of being asked for them.</p>
<p>You don't hear from the CQC for a while, then when they get in touch, you need to respond promptly</p>	<p>Make sure you are regularly checking for any engagement from them, you don't want to miss it. And again, have key documentation, policies and procedures ready in advance of being asked for them.</p>
<p>CQC may come back and ask you to make changes to your policies, with very quick turnarounds (sometimes 48 hours)</p>	<p>When you submit your policies, ensure that they are reflective of current standards and any new legislation but it is really important they truly reflect your practice, rather than just submitting generic policies. That is where we at BaxCQC can help, with over 250 policies and procedures at your fingertips which you can access 24/7.</p>
<p>The registered manager and nominated individual interview is lengthy, and can feel daunting</p>	<p>Prepare really well for interview, know what you are talking about. be familiar with the standards and your policies, but at the same time if you don't know something then it is absolutely okay to say you will find out and get back to them. You can find lots of resources and support in the BaxCQC Knowledge Hub and as part of our Silver and Gold packages.</p>
<p>Clients have said that sometimes if can feel like they are trying to catch you out</p>	<p>Fully engage with the process and be corporate with the CQC, remember that they are just doing their job to make sure you deliver safe, effective, caring services so remind yourself that you are on the same team – even when it doesn't feel like it! At BaxCQC, we're also here to support you to make sure you feel ready for the inspection.</p>