

## Our GPs & quality control

### How do you recruit your GPs? What qualifications do the doctors have?

Our doctors are recruited via a rigorous two stage interview process with our Chief Medical Officer and HR vetting procedures, which ensure that GPs are qualified, experienced, and knowledgeable to an equivalent standard to your own GP. Our minimum criteria requires that our GPs: + are currently practising in the NHS as a GP and have at least 2 years' experience + are on The GMC register + have a Bachelor of Medicine Degree, those who qualified after 2007 must be Members of the Royal College of GPs + are on the National Performers List for England + complete an annual NHS appraisal + have an enhanced DBS background check + provide complete document evidence that they are suitably qualified + provide at least 2 references to support their skills and experiences

### How do you ensure the GPs are vetted on an ongoing basis?

Once recruited, the GPs are continuously monitored to ensure they maintain their skills to the highest standards. All our GPs complete an annual NHS appraisal to review their practise and performance. Our Quality Management System incorporates policies and procedures, consistent with best NHS practise, and each GP's performance is continually audited. This auditing includes reviewing key documents to ensure all GP's knowledge, skills and registration are up to date. We hold bi-annual doctor meetings with our clinical team to maintain good engagement, share best practice and help to continually raise our standards of care and service. In addition to ongoing internal auditing, our GPs' clinical notes are also reviewed by an independent external organisation called Clinical Guardian.

### Does HealthHero meet Clinical Quality Commission standards?

Yes, our service is regulated by the Care Quality Commission for the delivery of medical services, in the "Digital Healthcare" category. Our most recent CQC inspection took place in June 2019. The inspection was conducted by a GP, Clinical Pharmacist and CQC Registered Inspector who provided an overall rating of "Good".

### What is the CQC?

The Care Quality Commission monitors, inspects and regulates hospitals, care homes, GP surgeries, dental practices, and other care services to make sure they meet fundamental standards of quality and safety. To get to the heart of patients' experiences of care and treatment, CQC evaluates service providers across five categories relating to safety, effectiveness, caring, responsiveness to patient need and leadership.

