



27 May 2020

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Dear Colleagues

CQC's Emergency Support Framework (ESF) Implementation plan for primary Care

Further to our recent communication regarding the new CQC ESF, we are now in a position to confirm our local ESF implementation plan for Cambridgeshire and Peterborough CCG member practices.

Following discussion with the Local Medical Committee (LMC) and CCG we have agreed to hold a webinar aimed at Practice Managers to help launch the framework on the following date:

Wednesday 3 June 2020, 12.15pm to 1.45pm.

The Cambridgeshire and Peterborough Training Hub will be hosting the meeting and invitations to this joint webinar will be sent to every Practice Manager. The webinar will focus on what the ESF plan means for practices and how it will be implemented. There will also be an opportunity for practices to ask questions.

We know that you are now working differently and we would like you to take the opportunity to share how services are using innovative ways to manage. These innovative ideas or significant challenges will be communicated to regional and national system partners to share good practice or escalate issues.

On a local level in East Anglia we would like to work with you as we implement ESF in order to have minimal impact and allay any anxieties you may have about the process. We really do want it to be a supportive experience for providers. What we don't want to do is cause frustration through duplication and ask providers questions which they may be regularly providing information about to the Clinical Commissioning Group (CCG), via sitrep reports, etc.

To support the process the CQC have developed a range of questions as part of the framework and thought it may be helpful for you to have sight of these in advance of the webinar to give you the opportunity to raise questions during the session.

These are published on our website:

<https://www.cqc.org.uk/guidance-providers/how-we-inspect-regulate/emergency-support-framework-what-expect>

Practices are assured that the ESF is outside of the CQCs usual regulatory role and we hope that by working collaboratively with the CCG and LMC we can support practices to identify and address issues that may be impacting on their vulnerability during these challenging times. If you have any questions prior to this webinar, you can contact us using the details noted below:

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We look forward to welcoming you to the Webinar.

Kind regards