



British Association of Physicians of Indian Origin

15 December 2021

Dr. Rosie Benneyworth
Chief Inspector of Primary Medical Services and Integrated Care
Care Quality Commission
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA

Dear Dr Benneyworth,

Thank you for your letter dated 6th September concerning the BAPIO survey around CQC inspections.

As referred to in your letter, the health service is facing extreme pressures and the general practice has been bearing the brunt of it facing persistently high demand of historic proportions. Despite a significant increase in the number of appointments provided by general practice and its leading role in the Covid vaccination drive, the staff abuse remains high and general practice continues to be vilified in the media and the public adversely affecting the morale of an already overstretched and exhausted workforce.

Ethnic minority GPs historically have provided patient care in areas of high deprivation and hence, high need. The challenges of the current pandemic, as well as the relentless demands, are purely and simply magnified for many GP colleagues in general and ethnic minority GPs and practices, in particular. Our members and colleagues remain extremely concerned that this will only exacerbate the existing disparities.

We remain concerned that there has been a lack of a robust action plan emerging from CQC around how it plans to tackle the disparities seen in outcomes and inspections in practices led by Black, Asian and ethnic minority colleagues with the urgency needed.

We appreciate the role of other key stakeholders, regulatory body and commissioning organisation and the interdependency which may contribute to the experience of the ethnic minority workforce. However, this must not take our focus away from what CQC can do and how BAPIO can support CQC in having the correct regulatory approach in improving patient outcomes and staff experience in areas of high deprivation and need

We would again, like to offer our support and that we remain committed to working with you to ensure meaningful progress is made in the matter of inspections and CQC regulatory outcomes.

We shall be grateful if we can set up a discussion towards this end or if you can share the action plan. We also look forward to hearing about the CQC survey results and further collaborative work needed.

Many thanks.

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