We are grateful to the CQC for assessing our service and guiding us on where we can improve, we suggest you take the time to read the whole report.

WHAT WE HAVE DONE IN RESPONSE TO THE CQC REPORT.

Since the inspection we have taken the following actions:

1. We now have a register of all children and families that have safeguarding concerns.
2. All staff have received the appropriate Child Safeguarding and Adult safeguarding training.
3. We have been seeking feedback from patients by having the ‘Friends and Family’ feedback forms in the waiting room but hadn’t had a full survey available for patients for over a year. This has been addressed and we have been asking patients to fill in a survey form since the beginning of May, we will publish the results when we have had a reasonable number returned. We would appreciate your help with this.
4. We have changed our appointment system to try and address the problem patients have getting through on the telephone in the morning. We have asked you to give us your feedback.
5. We have had posters in the surgery for over a year asking patients to get involved in our Virtual Patient Participation Group but have had a very poor response. The practice manager has had two meetings this year with Health Watch to try and find ways to engage you, our patient and we are hoping to organise an event later in the year but ultimately it is up to you to contact us and let us know you want to be involved.
6. All our women entitled to have cervical screening (smear test) are sent several invitations to make an appointment for this test and we have several nurses that can carry out the test. We do expect patients to take a measure of responsibility for their own health and get this crucial screening done when invited to do so but in order to encourage attendance for this important test, we are sending translated invitations to patients that do not have English as their first language.
7. Every patient who has a chronic condition and requires an annual review is sent at least 3 invitations, as with the cervical screening, we do expect patients to take a measure of responsibility for their own health and come to see us for a review if we invite them.