

Long Clawson Medical Practice

Practice CQC reply statement and update; 17/7/2016

Are services

Safe?

Awaiting
re-inspection

The practice has systems, processes and practices in place for reporting significant events, keeping patients safe and safeguarded from abuse. In response to CQC concerns we have altered the internal way in which we analyse dispensary events; rewritten our legionella risk assessment; archived historical safeguarding concerns; upgraded prescription security; updated our risk assessment of village medication collection sites and altered the way in which we store some of our floor cleaning products

Effective?

Good

The practice achieves an overall rating of 97.2% compared with a national average of 94.7% in the National Quality and Outcomes Framework (QOF). The QOF is the main way to assess quality and achievement in General Practice medical care. In addition staff had the skills, knowledge and experience to deliver effective care and treatment. Staff assessed needs and delivered care in line with current evidence based guidance, and worked with other professionals to understand and meet the range and complexity of patients' needs

Caring?

Good

Patients said they were treated with compassion, dignity and respect and they were involved in decisions about their care and treatment. 95% of patients say that the last GP they saw or spoke to was good at treating them with care and concern. (National average 87%). 97% of patients said the same about the last nurse they saw or spoke to (National average 91%). These figures are in the top few percent of all practices.

Responsive?

Good

99 % of patients describe their overall experience of this surgery as good. (National average 88%)
100% of patients would recommend this surgery to someone new to this area. (National average 80%)
These figures are the best in the East Midlands.

Well led?

Awaiting
re-inspection

The practice proactively sought feedback from staff and patients, which it acted on. The patient participation group was active. There was a strong focus on continuous learning and improvement. One of the members of staff was overdue an annual appraisal which has now been done. Other policies and procedures have also been tightened.