

CQC Report

Whilst we were rated '**good**' for our services being effective, caring and responsive to patient's needs we were obviously disappointed that CQC highlighted a few areas that required improvement.

We were very pleased that CQC recognised the many areas of good practice within Theale Medical Centre.

We have been happy to make any changes that improve our services and contribute to patient safety as highlighted in the report and as such have already made the few changes they required in dispensary.

We have a near miss log in dispensary, all complaints and significant events relating to dispensary are reviewed by our manager and a partner. We have made a change to the way we log our prescription pads and dispose of unwanted medication. All standard operating processes have been reviewed.

Safety is very important to us and CQC highlighted that

'There was an open and transparent approach to safety and a system in place for reporting and recording significant events.'

We have also enhanced our already rigorous system to deal with any complaints. These are all logged (both verbal and written) and are now reviewed by a manager and a GP partner as soon as they are received as well as being discussed by the whole team at our regular meetings.

We have a new suggestions box in reception and would welcome feedback from staff and patients both positive and suggestions as to how we might improve things. We have already held 2 sessions for patients to meet and give feedback to representatives from reception, dispensary and management and plan to hold these on a regular basis. These have been helpful and we would like to thank those who have contributed.

We have had a number of staff changes recently but all new staff have had the required checks, undertaken a full induction process and are aware of all the required practice policies. All staff recruitment files have been checked and are being updated where needed. Staff training is accurately recorded and reviewed monthly.

We sincerely believe we now have a great team to help us move forward in continuing to provide an excellent standard of care at a very challenging time for the NHS.

Dr Penny Brooke

On behalf of the partners