

**Improving care at Priory Avenue Surgery:
An update since our CQC inspection in January**

The Care Quality Commission has published its inspection report from its visit to Priory Avenue Surgery in January. Since then we've made lots of progress in improving your Surgery and we wanted to provide you with an update:

Are Services Safe?

CQC said	We have done/are doing
Practice does not have necessary equipment and procedures for dealing with emergencies and regular checks of emergency medication were not carried out.	Emergency equipment is in place and regular checks are carried out.
Repeat Prescriptions are not always within the advertised timescale.	We have employed a pharmacist and our timescale for repeat prescriptions is improved. We are continuing to work on this and with the addition of another pharmacist starting with us at the beginning of May our improvement will continue.
Recruitment checks were not carried out within the current legislation	Processes are in place to ensure recruitment checks on all new staff are carried out in line with current legislation.

Are services Effective?

CQC said:	We have done/are doing
There was a significant backlog of patient correspondence not yet reviewed or filed onto the record system.	We have dealt with the backlog and are delegating the clinical administration daily to doctors to ensure they do not build up to a significant level.
Patients were at risk to due unnecessary delays in providing them with timely care and treatment or referring them for additional tests	We have a process for checking our referral numbers and ensuring these are carried out in a timely manner.
Summarising was back to October 2016	The records have now all been summarised.

QOF data unvalidated	We have achieved a score of 98% for QOF & data which has been submitted.
Gaps in staff training	We are addressing gaps in staff training.

Are services caring?

CQC said	We did/are doing?
Data from Friends and Family test had shown a steady decline in patient satisfaction since September 2016	We are closely monitoring our FFT feedback.
Patients said there was a lack of continuity of care.	We are using more regular clinicians to provide more continuity of care.

Are services responsive to people's needs?

CQC said	We did/are doing?
Regular visits to a local nursing were cancelled due to a lack of capacity.	Regular visits to the local nursing home are now taking place.
There was no learning or change implemented when complaints were received from patients.	There are regular staff meetings where learning from complaints is discussed with all staff.

Are services well led?

CQC said	We did/are doing?
Lack of effective systems to monitor and improve quality of services and backlog of clinical administration.	There is no backlog of clinical administration. Processes have been put in place to ensure the practice deals with the clinical administration in a timely manner.

We will continue to keep you updated on improvements to the Surgery through our noticeboards, website and newsletter.