

April 2017

Priory Avenue Surgery

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Caversham
Reading
RG4 7SF

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Statement from Priory Avenue Surgery

We can confirm that the Care Quality Commission has placed Priory Avenue Surgery in special measures. We wanted to reassure you, our patients, we are working to resolve the issues highlighted in the report. We welcome the report highlighting how patients, who were spoken with on the day, felt the practice offered an excellent service and the staff were caring and dealt with them with dignity and respect.

Over the past two months we have put an action plan in place to address the findings of the CQC inspection and we have been working closely with our Patient Participation Group (PPG) who have been very supportive throughout this process. We recognise that some systems and processes at the surgery were in need of review. We will continue to improve the systems and processes at the practice to the highest levels and staff are already undergoing additional training.

As part of our Action Plan we are recruiting more staff and we are delighted that our new Lead Nurse joined the team at the beginning of April. She will provide additional support for our nursing and clinical team. In May we have an additional pharmacist joining our team.

North West Reading Clinical Commissioning Group are working closely with the practice to supporting us with implementing our Action Plan.

Feedback – do you have any concerns regarding the practice being in special measures?

Please do not hesitate to contact the practice team via email priory.avenue@nhs.net or directly to the Patient Participation Group via email prioryavenue.ppg@nhs.net who will log your concerns and feed them back to the practice team and One Medical Group.

Dr Funmi Chirnside – Clinical Lead