



**SHEPHERDS SPRING MEDICAL CENTRE
PATIENT REFERENCE GROUP
NEWSLETTER FEBRUARY 2014**

Dear Fellow Patients

We hope you found our newsletters from last year interesting and informative. Here is our first newsletter for 2014.

Care Quality Commission Inspection

You may or may not be aware that two Inspectors from the Care Quality Commission (CQC) inspected Shepherds Spring Medical Centre on Monday 9th December and as part of that inspection the following standards were checked:

- Respecting and involving people who use the services
- Care and welfare of people who use the services
- Requirements relating to workers
- Assessing and monitoring the quality of service provision.

The Surgery received 48 hours notice that the Inspection would take place and it was classed as a routine scheduled inspection.

The Inspectors came from social care and nursing backgrounds and spent six hours talking to GP's, nurses, staff, patients and the PPG members. They looked at personal care and treatment of people who use the service, observed how patients were being cared for and checked how patients were looked after at each stage of their treatment and care.

The Inspectors checked that all health care professionals were registered with their professional bodies at the time of their recruitment and that continued training was offered and taking place.

The Inspectors were pleased to see that the reception area was organised and tidy and that there was a self-service point where patients could register that they had arrived, thus reducing time at the reception desk. They found the reception staff welcoming and that patients were generally seen on time. Patients' privacy was maintained and staff interactions with patients were respectful and appropriate. The use of hands free telephone headsets meant reception staff could walk away from the front counter making calls more private.

Details such as opening hours and contact numbers for the practice and Out of Hours service were checked, also what sort of leaflets were on display. The practice website had also been checked along with previous Newsletters and results from the last patient survey. Patients were asked if they found the leaflets and website useful and they replied that the information displayed was very informative and helpful.

A number of patients were asked if the GPs and other staff such as practice nurses explained their care and treatment choices in a way they were able to understand. All patients agreed that they did.

The Inspectors noted that the practice had a chaperoning policy in place and that several staff had received chaperone training. These staff demonstrated a good knowledge of the principles of chaperoning and what their roles were to keep patients safe and ensure a patient's dignity was maintained throughout an intimate examination.

Administrative and record keeping systems were checked and approved. Vaccine fridges were checked for temperature control and that vaccines were stored correctly with stock control procedures to ensure that stock was currently in date. Evidence was provided that showed temperature controls were checked daily. Appropriate signage for storage of oxygen was checked and approved.

The Inspectors looked at how the practice monitored the Quality Outcome Framework (QOF). This is the system that rewards general practice for providing good quality care to their patients, and to help fund work to further improve the quality of health care delivered. They looked at diabetic and cardiac patient data and found recording methods satisfactory.

At the end of the day the Inspectors gave a verbal report stating that all standards had been met and that the practice had passed the Inspection. A full report was sent to the practice at the end of January and uploaded to the Care Quality Commission website in January. The next inspection will be in 2-3 years time.

A message from Mrs Pamela Mutton, Chair of the PPG:

I always knew that Shepherds Spring Medical Centre served the patients well and that all the Medical Team and administration staff will always support the patients with diligence and dignity. This is why the Care Quality Commission rated us as having "met the standards" from their inspection. We must continue to move forward and work with all the medical team and administration.

Well done to all who part in CQC Inspection on the 9th December.

Please note that our Email address for repeat prescriptions is:

WHCCG.ShepherdsSpring-Scripts@nhs.net

We would welcome more members for the group to become more representative and more involved for the benefit of all our patients. If you can spare no more than 2 hours of an evening roughly every 2 months, please get in touch with us through our Secretary, Karen Carn, at the Surgery (01264 310777).