

Practice Response and Action Points following the CQC Inspection

The Safety of our services

- Whilst the Practice received and recorded safety alerts, they were not always documented routinely to confirm that all patients were captured and that changes had been made. We have tightened up our control of safety alerts and review them weekly with a GP, Practice Manager and other management staff. We have identified an individual who is responsible for maintaining our records accurately and for ensuring that all alerts are appropriately actioned.
- We immediately ordered a supply of Atropine for use in case of emergency. Atropine is used in the treatment of bradycardia as a possible complication of intrauterine device insertion.
- We were asked to complete an audit of controlled drug prescribing trend and to review our antibiotic prescribing. Whilst both had been scheduled for review, CQC wanted us to apply more urgency to these two areas which we have now done.

The Responsiveness of our services

- The patient survey results used by CQC showed results that were below average for questions relating to a lack of GP appointments and difficulty getting through on the phone.
- We argued that our Friends and Family Survey showed considerable differences in the satisfaction of patients in these areas. Nevertheless we have worked hard to further explain our system of clinical care involving a wide range of appropriate clinicians, not simply the GP. The GPs are freed up as much time as possible so they can focus their skills on dealing with patients with the most complex needs. We believe that everybody is treated appropriately at North Brink.
- We remain unhappy about this rating but nevertheless have committed to working harder on monitoring our telephone response statistics and in explaining further to patients the best ways to gain access to the overall care at North Brink Practice.

Overall areas we are improving on

- Ensuring care and treatment is provided in a safe way to patients.
- Reviewing the process for prescribing antibiotics and controlled drugs to ensure that prescribing remains effective.
- Continuing to proactively identify carers on the practice patient list to ensure they are offered appropriate care and support.
- Reviewing and monitoring the systems in place to ensure all patients with long term conditions receive regular follow ups within a timely manner.
- Addressing poor patient satisfaction in relation to telephone access and access to a preferred GP.
- Ensuring that all staff receives appropriate performance reviews.
- Establishing effective controls so that all emergency medicines are available in the practice.