**Much Wenlock & Cressage Medical Practice**

**January 2016**

***CQC Inspection Report***

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* **Are Services Safe?.... GOOD**
* **Are services effective?.... Good**
* **Are services caring?.... Good**
* **are services responsive to people’s needs?.... good**
* **are services well-led?.... good**

A comprehensive inspection was carried out at Much Wenlock and Cressage Medical Centre on 16 November 2015. **Overall the Practice is rated as good.**

**The key findings across all the areas inspected are as follows:**

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| • Staff understood and fulfilled their responsibilities to raise concerns and report incidents and near misses.  All opportunities for learning from internal and external incidents were maximised.  • Risks to patients were assessed and well managed.  • Staff assessed patients’ needs and delivered care in line with current evidence based guidance. Staff had the skills, knowledge and experience to deliver effective care and treatment.  • There was a strong focus on continuous learning and improvement at all levels.  • The practice worked closely with other organisations and with the local community in planning how  services were provided to ensure that they met patients’ needs. | • Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.  • Information about services and how to complain was available and easy to understand.  • Patients said they found it easy to make an appointment with a named GP and that there was continuity of care, with urgent appointments available the same day.  • The practice had good facilities and was well equipped to treat patients and meet their needs.  • There was a clear leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted on.  • The provider was aware of and complied with the requirements of the Duty of Candour. |

The Practice is pleased that the CQC Inspection Team have recognised the efforts of the whole team in providing a safe, effective and caring service to our patients.

**OVERALL RATING FOR THIS PRACTICE…**

** I recently spent 2 weeks visiting a small hill village in rural Nepal in the region of Sindhupalchok.

The purpose of my visit was to volunteer as a GP mentor to community health workers at their Health Posts. I had previously visited the same area in 2011 but since then the area has been badly affected by the earthquakes in 2015 with destruction of virtually all of the buildings including the main health post. Clinics are now held in a tent shown in the picture. I spent my time with 3 health workers –Deepika, Janak and Newton, who do an excellent job of treating and providing health education to the local community with minimal resources. My role was to teach consultation, examination and diagnostic skills.

Part of one of the health post was still standing but was further damaged by another earthquake during my stay. Most people are living in temporary buildings made from corrugated iron, reclaimed wood from their houses and tarpaulins. Phase Nepal also give agricultural advice and support and health and educational support and training in schools. More information can be found on [www.phaseworldwide.org](http://www.phaseworldwide.org) .

Dr Jennie Bailey December 2015

**Trip to Nepal with PHASE Worldwide**

WISHING YOU ALL A HAPPY AND HEALTHY NEW YEAR!

a very special Thank you from all the doctors and staff for the lovely christmas cards and presents received.

**ACCESS TO ON-LINE SERVICES**

**To register for On-line Services please see our website or ask at reception.**

*Please allow one working week for your online account to be activated.*

**Shrewsbury & Telford Hospital – Out Patient Appointments**

**How the appointment system works**

When you are referred to the Hospital an appointment will be arranged for you by the Out Patients Department. If you are unable to make the appointment you have been allocated please make contact with the Out Patient appointment department as soon as possible and they will arrange an alternative date. You are able to cancel and rearrange your appointment twice – however, if you cannot make the third appointment offered you will be discharged back to your GP and will require a new referral.

If for any reason you are unable to attend an appointment and fail to inform Out Patients, you will be automatically discharged back to your GP and you will need to be re-referred.

If you feel your condition has worsened since you were referred by your GP then please contact your GP who will inform the hospital of the need for a sooner appointment.

**Baby News**

Dr Heyes will be temporarily leaving the practice in January for maternity leave. We are pleased to confirm that we have secured Dr Steven Lonsdale as a locum for the term of Dr Heyes leave.

Dr Lonsdale is an experienced GP and is already covering appointment sessions for Dr Livesey.

**New Medical Student**

Joshua Kearsley will be joining the Practice on placement from Keele University where he is studying medicine as a 5th year student. Joshua will be sitting in with the doctors and nurses over the coming weeks and will also be seeing patients under the supervision of one of our doctors.

We would like to thank you for your help with Joshua’s training by allowing him to be present during your appointment, if however you would rather not have the student in the room please let Reception know as you book in.