

Sheepcot Medical Centre



Responding to the recent Care Quality Commission rating

Our practice was inspected by the Care Quality Commission (CQC) in February this year as part of ongoing inspections for all GP practices. Following that inspection the CQC has recently published its report which has rated Sheepcot Medical Centre as requiring improvement.

We are very disappointed by this rating, which doesn't fully reflect the hard work, dedication and commitment of our staff team to providing our patients with the best possible care. Indeed, the report highlights many positives such as the kindness and compassion we show to our patients, how we take account of individual patient's personal needs and protect people's privacy and dignity, and make sure people understand their care and treatment to enable them to give informed consent. The report also notes how we work positively with other services to provide the best outcomes for our patients and to smoothly transfer their care, and how we consider carers and others when making decisions about a patient's best interests.

We're committed to building on this good practice and to making the improvements recommended by the CQC. We have not wasted any time in making the changes that the CQC has outlined and have already acted in several areas. These include:

- We have reviewed and updated all practice policies in line with NHS guidance and regulatory standards
- We have ensured that all staff training is completed and fully up to date, using the latest legislation and materials available
- We have reviewed all patient care pathways to confirm they are safe, effective, and in line with best practice.

With everyone pulling together, we're confident in our ability to deliver improvements that will lead to better patient care and experience and that we hope will be reflected in future inspections.

If you have any questions, please contact Nichola Chamberlain, Operations Manager and Dr Alan Jackson, Senior Partner by emailing e82096.sheepcotmedicalcentre@nhs.net

You can find the full report here [Sheepcot Medical Centre - Care Quality Commission](#)