



***“Services provided by Hilary Cottage Surgery
are well led, safe, effective, caring and responsive to people’s needs”***

The staff team at this local surgery are quietly pleased with the wide ranging praise they have received and have already begun work to make services even better. The Care Quality Commission judged the practice to be ‘good’ in all key areas inspected. The inspection, which included interviews with patients and scrutiny of the 2014 national GP patient survey, found that:

- ☑ Patients said they were treated with compassion, dignity and respect. This reflected the surgery’s performance in the 2014 national GP patient survey - 87% of patients said the GP treated them with care and concern.
- ☑ Patients’ care and treatment was delivered in line with best practice standards and guidelines. The practice also met nationally recognised quality standards for improving patient care and maintaining quality, comparing favorably with other practices in the area.
- ☑ Patients were cared for in an environment which was clean and had appropriate nationally recognised infection control practices in place.
- ☑ The practice had systems to identify, monitor and evaluate risks to patients. Patients were protected from the risks of unsafe medicine management procedures and the practice was judged to have the appropriate equipment, medicines and procedures to manage foreseeable patient emergencies.
- ☑ There was outstanding practice in relation to the dispensary. The practice has a system in place to assess the quality of the dispensing process and has signed up to the Dispensing Services Quality Scheme, which includes DRUMS (a dispensers’ review of the use of medicines). The practice has completed the criteria for successful achievement.
- ☑ The practice works with other health care providers to enable prompt treatment, reduce hospital admissions and enabled patients to be treated at home.

The three areas to improve were no surprise to the team at Hilary Cottage Surgery, where inspectors noted that *“the practice responded to patients concerns and suggestions to improve the primary care services provided”*. Regularly reviewed feedback from patients and the Patients Participation Group had ensured that plans were already in place and work begun to address:

1. Waiting time for some appointments: patients were able to speak to or see a GP if they required an urgent appointment, however *“some patients told us they were concerned there was a wait of three to four weeks to see the GP of choice and appointments often ran late”*. **NEW: using a rolling release system, patients can now find additional slots made available each day.**
2. Patient privacy and confidentiality: this was not easily maintained in the practice reception and waiting area **Meetings are taking place to review space and access at the surgery.**
3. The completion of significant event records: ensuring *all* staff are enabled to attend meetings to discuss concerns, ideas and learning from events which affect their practice **Already under review**



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