

Reading Health and Wellbeing Board

Briefing Paper

General Practice Care Quality Commission Reports

Primary care plays a vital role in our health and social care system. Good primary care can play a significant role in improving the quality of people's lives, including those of the older people; people with long-term conditions; new mothers; children and young people and people with mental health issues. GPs work with others in the health and social care system to keep people well and are a trusted source of information and advice, often being the first port of call for those in need of care. Crucially, they are the central coordination point for the care of people who move between hospitals, care homes, care in the home and community health services.

All GP practices must be registered with the Care Quality Commission (CQC) and in the latter part of 2014 the CQC inspections have now been linked to ratings. The new vision and direction for the Care Quality Commission is set out in the document *Strategy for 2013- 2016, Raising standards and putting people first* and in they also consulted via *A new start*, on changes to the way they regulate health and social care services.

New inspection ratings

- ☆ **Outstanding** – the service is performing exceptionally well.
- **Good** - the service is performing well and meeting our expectations.
- **Requires improvement** – the service isn't performing as well as it should and we have told the service how it must improve.
- **Inadequate** – the service is performing badly and we've taken enforcement action against the provider of the service.
- **No rating/under appeal/rating suspended** – there are some services which we can't rate, while some might be under appeal from the provider. Suspended ratings are being reviewed by us and will be published soon.

The changes included a focus on highlighting good practice; and a commitment to listen better to the views and experiences of people who use services. The inspections cover five key questions about services:

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zz Are they safe?

- zz Are they effective?
- zz Are they caring?
- zz Are they responsive?
- zz Are they well-led?

Practices in North and West Reading were visited during November 2014 and the reports on these inspections and the ratings of practices are now being published. The first of these are now available on the CQC website.

Western Elms Surgery, North and West Reading: **Rating Good**
<http://www.cqc.org.uk/location/1-542961738>

Peppard Road Surgery, North and West Reading: Rating: **Requires Improvement**
<http://www.cqc.org.uk/location/1-570778343>

Priory Avenue Surgery, North and West Reading: **Rating Inadequate**
<http://www.cqc.org.uk/location/1-715881521>

Where the CQC identifies areas requiring improvement the practice must produce and implement an action plan.

The CQC GP Inspection report on Priory Avenue Surgery will conclude that it should be placed in 'special measures' for six months as of 22 January 2015.

Priory Avenue

The CQC GP Inspection report on Priory Avenue Surgery concludes that it should be placed in 'special measures' for six months as of 22 January 2015.

This means the practice will have a short period of time in which to improve on all of the recommendations made in the report in order to bring the working of the practice up to standard. Additional support for the practice will come from the Royal College of GPs in the form of a package part funded by the practice and part funded by NHS England. The support is specifically designed to help practices that have been placed in special measures following CQC inspections. It is tailored to the individual practice and its development needs. They will assist with the development of the action plan required by the CQC as part of the work. This plan is currently being finalised.

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