

# YOUR VOICE

MARCH 2019

## THE NEWSLETTER OF THE PATIENT PARTICIPATION GROUP CRANLEIGH GARDENS MEDICAL CENTRE & WESTONZOYLAND SURGERY

### CQC Visit

On the 5<sup>th</sup> December last year the practice was inspected by the Care Quality Commission. To give a flavour of the review Richard Reed Practice Manager has given an overview of the day as follows:

The day started at 8.00 am with a power point presentation giving some background on the practice and how the practice is delivering care in pre-defined areas that the CQC would be focusing on.

We had three people inspect us Dr Mohammed Obaidullah, Dr Geoff Hogg and Philippa Lucas CQC Inspector.

After the initial presentation and discussion they split up with Dr Obaidullah & Dr Hogg interviewing our clinicians and Philippa Lucas interviewing the management team and non-clinical staff. One person they all spoke to was our reception supervisor who also undertakes our script line.

Philippa Luca our inspector then spent several hours with me and asked for general information regarding the administrative management of the practice. This included sampling paperwork speaking to staff and phoning and speaking to other departments that had interaction with the surgery. Prior to the inspection patients were asked to give their thoughts on the level of care provided. These responses together with feedback given on the national surveys were closely scrutinised.

There was a brief talk out between the inspection team and the partners of the practice that were available. The CQC team went through their thoughts for the day and pointed out any minor failings.

Two members of the patient participation group were interviewed prior to the inspection day for feedback on activities they undertook. The CQC were very keen to lean at first hand from the PPG their experiences and what the patient group did to support patients.

The PPG would like to sincerely thank all those patients that engaged with the inspection team back in December. In addition we would like to thank all patients that have over recent months completed any form of feedback either locally, nationally or directly to the CQC team.

### Inspection Report

We have now just received our overall rating for the medical centre which also includes Westonzoyland branch surgery which has been classified as Good. For full details of the report please refer to our website.

[cranleighgardensmc.co.uk](http://cranleighgardensmc.co.uk)

## Carers

If you look after someone this section is for you. It may be that you have not thought of yourself as a carer and the support you may be able to obtain.

It is very important that we are advised if you are a carer as we look to support and give advice and guidance wherever possible by signposting services that may be available to you. This is to ensure as a carer you are looked after as it is acknowledged what an important job all carers do.

### **NEW Support & Advice Service for Carers**

### **Free support & information for carers just like you.**

#### **Who cares for the carers? Somerset carers Service**

If you regularly look after someone in a caring capacity, the Somerset Carers Service can support you with advice and guidance. Caring for another person is very rewarding, but can be overwhelming and lonely at times.

Somerset Carers Service can help you link to groups & events in your area, to find facts and information that will help the person you are caring for with their particular needs. We have detailed where you will find specific support for your unique situation; and where Somerset Carers Agents are on hand to help and guide you.

You can refer yourself or another person to the Somerset Carers Service, just contact their friendly team.

Advice Line **08003168600**

Text “carer” to **78070**

Email contact **carers@somersettrcc.org.uk**

Website [www.somersetcarers.org](http://www.somersetcarers.org)

### **Other National contacts**

Carers Allowance  
(<http://www.carersuk.org/help-and-advise/financial-support/help-with-benefits/carers-allowance>)

Help with benefits

(<http://carersuk.org/help-and-advise/financial-support/help-with-benefits>)

Practical support

(<http://www.carersuk.org/help-and-advise/practical-support>)

### **PPG Committee**

Following our last meeting in December Linda Moore our PPG chair stood down. Linda has played a key role in all aspects of the work undertaken by the PPG and will be greatly missed.

There has been interest in two new members joining the committee but we still need new members. If anyone reading this has an interest in joining the committee please ask at the reception desk.