

Dear Patients

Following our CQC inspection on the 18th April 2018 we have been scored a “Requires Improvement”

We would like to re-assure our patients that this was given due to a couple of administrative areas that were not fully completed within the recommended timescale and one item that had not been in a record.

We have already worked towards rectifying these areas that were highlighted and once these are complete we are requesting CQC re-evaluate these areas and mark them as being satisfactory.

We would like to make patients aware that the few areas that were highlighted were not clinical areas that would in any way jeopardise patient care.

If you have any questions in relation to the report, please speak to Jo Legrave Practice Manager.