

Statement from Central Healthcare Centre re CQC inspection report

We are extremely disappointed with the CQC's findings and would like to reassure our patients that we are working hard to improve the services we provide.

Despite these disappointing results, we are pleased that the inspectors have highlighted numerous areas of good practice being undertaken at the Practice, including providing the right care to meet the needs of older patients, offering flexible appointments and involving patients in end of life care. They also noted that our staff treat patients with kindness and respect, and have a good understanding of how best to work with people with mental health needs and dementia.

We have drawn up a comprehensive action plan to address the areas highlighted by the inspectors and have already made significant changes in several key areas. This includes improving the way we monitor patients on certain medications, providing regular one-to-one clinical supervision for nursing staff and improving our management of patient safety alerts.

Additional work which is already in progress includes improving our governance policies, completing a health and safety risk assessment of our premises and improving our staff records.

Providing good quality, safe healthcare for our patients is our number one priority and will remain our focus over the coming months as we continue to drive through further improvements to the services we provide.