

Website message about CQC from Jeremy and Andrea

Some patients have been asking us about the ratings change resulting from the Care Quality Commission practice inspection carried out in October/November 2023.

We are sorry if this CQC re-rating is causing concerns. Inspection is a normal part of being a GP Practice. We have corrected many of the things they raised with us last year and have been working hard on an action plan to fix everything else and get us back to a rating of Good.

We can reassure everybody that uses the Practice, now and in the future, **that we are and will continue to deliver NHS GP services that are safe, effective, caring, responsive and well led.**

We are working closely with our Patient Participation Group to ensure that as we deliver our plan and develop our services further, we listen to patient feedback and try to respond to it effectively, and transparently, keeping people informed.

If patients or their families want to raise any questions about any of this with us, we have set up a dedicated e mail address: swlicb.groves-cqcreport@nhs.net

Should patients or their families want to contact the Patient Participation Group, so they can raise an issue through them use: swlicb.groves-CQCPPG@nhs.net



Dr Jeremy Harris



Dr Andrea Fensom