

Care Quality Commission
Citygate
Gallowgate
Newcastle
NE1 4PA

Telephone: 03000 616161
Fax: 020 7448 9311
www.cqc.org.uk

By email: [REDACTED]

8 June 2021

Dear [REDACTED]

Thank you for your email dated 21 May 2021 concerning Danebridge Medical Centre.

I acknowledge your concerns, however, the application by Danebridge Medical Practice to close the branch practice does not fall within the remit of the Care Quality Commission (CQC). It would therefore not be appropriate for CQC to comment on this application.

The decision as to whether to accept the application to close Sandiway Surgery is made by the Cheshire Clinical Commissioning Group Primary Care Commissioning Committee (PCCG). This committee reviews the application which includes looking at what the practice proposes to put in place to meet the needs of patients if Sandiway Surgery were to close. The PCCG also reviews the consultation that the practice has had with patients about the proposal and whether this has been sufficient, the issues raised and what is in place to address these issues.

The issues you raise in your email that are within CQC's regulatory remit are access to booking appointments, a lack of availability of appointments, difficulties in handling prescriptions again due to communication issues and the handling and management of complaints.

In this letter I will explain how we at CQC will use the information provided by yourself in our work, what steps we have taken and what we can do to help you resolve your concerns.

At CQC, we make sure that health and care services in England provide people with safe, effective and high-quality care.

To do this effectively, it is really important that people tell us about their experience of care. This helps us to decide where, when and what to inspect. When we look at quality of care, we look at what matters most to people, based on five key questions - Is it safe? Is it effective? Is it responsive to people's needs? Is it caring? Is it well-led? We monitor, inspect and rate the quality of care of providers and highlight to them where they need to make any improvements in their standards of care. If they do not meet the legal requirements, known as Fundamental Standards, we take action to make sure they improve

By providing us with this information, you will help us to improve the overall quality of care in England and also help prevent poor care and abuse happening to other people.

We carried out an inspection of Danebridge Medical Practice on 12 and 18 May 2021. We were advised by the practice and the Clinical Commissioning Group (CCG) that changes had been made to how Sandiway Surgery was operating due to the pandemic. Sandiway was closed from the start of the pandemic in March 2020 until September 2020 and currently only provides a service to the extremely clinically vulnerable who need to see a GP face to face. As you will be aware, a number of GP practices have had to make significant changes to how they are operating during the pandemic.

Our inspection team reviewed complaints handling and patient access to services. In relation to complaints we spoke with representatives from the Patient Participation Group (PPG) and looked at patient feedback about the services provided which was obtained by the practice, National Patient Survey, Healthwatch, NHS website and through the Family and Friends survey. We reviewed the system for managing complaints and looked at how patients access the practice currently and the availability of appointments face to face and virtual.

We are unable to discuss the findings at the inspection as the report is currently being drafted and is not yet in the public domain. When it is published it will be available on our website. The address is <http://www.cqc.org.uk>.

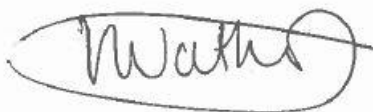
If you would like to receive an email alert to tell you when the report has been published please use the following link www.cqc.org.uk/content/our-email-alerts

Hopefully when you read the report it will give you more detail and will show where the practice is meeting the regulations or not. If the practice is not meeting the regulations it will show you what we require it to do to meet those regulations.

Our role as a regulator does not give us the authority to investigate individual complaints about GP practices, and as we have said the commissioning decisions are for the CCG. You will need to raise any formal complaint directly with the practice. I have enclosed a copy of our complaints leaflet which has more information on how to make an official complaint and how to escalate a complaint to the Parliamentary & Health Service Ombudsman (PHSO) should you remain dissatisfied with the practice response.

I am sorry you have had cause to complain and would like to thank you for sharing the important information about Danebridge Medical Practice.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Victoria Watkins', enclosed within a hand-drawn oval shape.

Victoria Watkins
Deputy Chief Inspector