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Charterhouse surgery cqc report

Some of the patients said that the recent changes made by the practice had improved telephone access and made it easier to make an appointment with a GP, with urgent appointments available each day. On Thursday (February 8) a Patient Participation Group (PPG) meeting was held where NHS Bromley Clinical Commissioning Group confirmed that McClaren Perry would take over the surgery. Dr Lester has been a GP for 23 years and is heartbroken. For more information about the availability of private resident rooms in the Infirmary please email the Director of Health and Wellbeing at karen.singleton@thecharterhouse.org The provider had addressed some of the concerns identified in the last inspection. Its latest CQC inspection the Chief Inspector of General Practice Professor Steve Field wrote: "Insufficient improvements have been made and the practice is still rated overall as inadequate and remains in special measures." The report showed that "patients were at risk of harm because systems and processes were not in place to keep them safe". The practice proactively sought feedback from staff and patients, which it acted on. Whilst the practice was aware of this it had experienced a further loss of clinical staff since our last inspection. However some of the patients still indicated difficulty in accessing appointments. The provider was aware of the requirements of the duty of candour. I can understand if the doctors had done something wrong but there was no reason given." She added: "This is outrageous. On becoming a resident of the Charterhouse, Brothers are physically and mentally fit to live independently. The practice had good facilities and was well equipped to treat patients and meet their needs. Staff had been trained to provide them with the skills and knowledge to deliver effective care and treatment. Patients should continue to make appointments and use the range of services available at the practice." Sheila Munns is a widow whose husband was treated at the surgery. Improvements were made to the quality of care as a result of complaints and concerns. Results from the national GP patient survey published in July 2017 were generally below the local and national averages. Information about services and how to complain was available. I went into a different room and cried. A selection of quotes from the CQC report include: "There were a range of activities offered by the provider at other premises on the same site where people lived, which people could freely choose to attend if they wished." "People were fully consulted about their care and support needs. The doctors are guilty of nothing but hard work and dedication. The Quality and Outcomes Framework (QOF) outcomes for patients with long-term conditions had slightly improved since the last inspection especially for patients with Chronic Obstructive Pulmonary Disease (COPD); however outcomes for patients with diabetes, mental health and asthma still required further improvement. You can read their response here. At the geographical heart of the site, bounded on each side by quiet gardens, is the QE II Infirmary with 24/7 care, opened in 2004 and managed by the Director of Health & Wellbeing. We are delighted to have just received our latest CQC rating of "Good" across all areas of our domiciliary care provision (August 2019). "The change in provider will not impact on the care of patients and the practice will continue to operate as usual. News Shopper has contacted Bromley CCG for comment. However, patients were still at risk of harm as the system in place for the monitoring of patients on high risk medicines was ineffective. She is so worried for her patients she said and Dr Ashok echoed the sentiments." She also claimed patients and staff were left not knowing why the surgery was rated as inadequate. They will also ensure that the improvements required by the CQC are put in place. Twice a week our physiotherapist runs exercise classes; twice a week there's a singing group; there are 'mini-musicals' and occasional outings. A CCG statement read: "The medical team are experienced and will provide high quality care to their registered patients. The practice only provided 26 GP sessions each week and this was reflected in significantly below average national GP patient survey results in relation to access to appointments. All residents have much contact throughout the day with staff, and most are regularly visited by friend, relatives, and other members of the Charterhouse Community. Residents of the Infirmary regularly share activities with other Brothers. There was a leadership structure and staff felt that the support from management had improved since the last inspection; however this was not sufficient. There are eleven rooms in our Care Home, some of them occupied by people who are not Brothers, but who make the Infirmary viable by paying the full costs of 24-hour care. The most recent CQC (Care Quality Commission) report graded the Infirmary as "Good". You can see the full report here. As they approach the end of their lives (or temporarily - for example, following surgery) for many their mobility decreases and they leave their flat to occupy a room in the Infirmary. There was a system in place for reporting and recording significant events and there was evidence of learning and communication with staff. The practice had policies and procedures to govern activity and held regular governance meetings; however some of the policies and protocols were not up to date. Charterhouse Surgery in Orpington taken over A new medical team has taken over a GP surgery in Orpington after the practice received an inadequate rating from health inspectors. She said she was sorry to see the practice's current doctors Penelope Lester and Beena Ashok go. As well as being an Infirmary we are registered with the CQC (Care Quality Commission) as a provider of domiciliary care throughout the site, enabling Brothers and other residents to prolong their independent life. Decisions people made were respectedand the approach that was used was collaborative and by agreement." "Care staff spoke about the people they supported in a compassionate and caring way, acknowledging that people's right to choose was important and that people could choose the support they needed and when they wished to." A full version of the report can be viewed and downloaded here. The Charterhouse Surgery, on Sevenoaks Road, was inspected by the Care Quality Commission last month as it received yet another inadequate rating. The new provider took charge yesterday (February 12). Examples we reviewed showed the practice complied with these requirements. Page 2 The Charterhouse Surgery, 59 Sevenoaks Road, Orpington, Kent, BR6 9JN (01689) 820159 What our icons mean She told News Shopper: "After the PPG meeting I was so upset. Staff were aware of current evidence based clinical guidance. JOB FAIR - on Monday 22nd November we are holding a Job Fair here at our Infirmary to invite those interested in residential and domiciliary care roles to meet us and find out more about benefits of working at the Charterhouse. See more details here.

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