

**PPG 2016-17**

A discussion was convened to report on the CQC inspection which took place on 23 November 2016.

* The CQC conducted a planned visit to the practice.
* They attended a presentation by Dr Sivananthan, held discussion with the doctors, interviewed staff and patients, observed processes in the surgery, checked systems and key data, and looked at the premises.
* Early feedback was mostly positive, however some shortcomings were identified:
  + The practice did not have an updated audit of monitoring of our cytotoxic drug prescribed
  + The clinical waste bin in front of the surgery was not chained to the wall, although it does have a locked lid
* The practice team has met immediately following the inspection and put in place actions to rectify the deficiencies
* A full report from the CQC may be expected in February

Patients were welcomed to contribute their ideas to the practice manager in writing, on the telephone or face-to-face by appointment.