



Southgates & The Woottons Surgeries Feedback Paper regarding our CQC visit on the 3rd Jan 2017

Our CQC visit took place on Tuesday 3rd January 2017. During the lead up to the inspection we were asked to demonstrate compliance against the standards we are required to meet as part of our CQC registration, which identified some historical deficits related to staff. These matters led to our rating of “Requires Improvement” within the “Safe” domain.

As soon as these areas were identified during the preparation work for the inspection, actions were taken to resolve them. As indicated by the report, the main area lacking was the identification of a Disclosure and Barring Service (DBS) check on some staff files. A risk assessment was carried out regarding the absence of these checks whilst concurrently the checks were being obtained.

Following our inspection, we continued to work on resolving this issue and within February 2017, were able to demonstrate that all staff had a current DBS check on file.

We are very satisfied with our overall rating of “Good” for our practice and hope that any inspection in the future would show the improvements we have made as a result of this inspection. We have learnt a great deal about the organisation from the inspection, and found the process worthwhile. We are pleased that the inspectors noted good practice in all areas and that overall they did feel that our service was good.

Mr Simon F Temple
General Manager,
On behalf of the Partners of Southgates & The Woottons Surgeries.