

## **PPG response to the CQC Inspection report**

Considering the huge challenges faced by the Wymondham practice with some 18,500 patients to care for, it is very pleasing to note the Inspectors praising the personal and caring service provided by all the clinical staff and other staff as well. This view is confirmed by our own experience and the result of surveys we have conducted.

We note too that in the key areas of services - safety, caring, effectiveness and responsiveness - there is a very positive judgement. The Inspectors also emphasised that patients are treated with compassion, dignity and respect. This is again something confirmed by our experience, and that we are proud to see recognised.

It is pleasing to see that the inspectors reported favourably on the services to the six population groups they identified, namely, older people, those with long term conditions, families, children and young people, working age people and recent retirees, people in vulnerable circumstances and people with poor mental health, including dementia.

The PPG meets monthly as a group with the manager of the Practice. Sub groups also meet to look at special issues and report back to the group. We are currently seeking to establish a wider Patient Reference Group (PRG), using electronic mail as the main means of communication and sharing information with this virtual PRG. We met the Inspectors to give patient's views and are very aware of all the efforts made by the Practice to meet the demands it faces at a time when GP services are under such pressure.

We are currently working with the Practice Manager and Surgery Prescription staff to seek improvements to the service provided by Boots at the Wymondham branch. This has involved a visit by the Boots Regional manager. The outcome is that a refit is planned to start and finish in March. We will continue to monitor the quality of the service which will be provided by Boots Pharmacy - and will also seek a wider opinion of the quality of local dispensing services used by our patients.

Adrian Hoare  
Acting chairman, Wymondham PPG