

CQC FINDINGS

	Safe	Effective	Caring	Responsive	Well-led	Overall population group
Older people	Good	Good	Good	Good	Good	Good
People with long term conditions	Good	Good	Good	Good	Good	Good
Families, children and young people	Good	Good	Good	Good	Good	Good
Working age people and the recently retired	Good	Good	Good	Good	Good	Good
People in vulnerable circumstances	Good	Good	Good	Good	Good	Good
People experiencing poor mental health	Good	Good	Good	Good	Good	Good
Overall domain	Requires Improvement	Good	Good	Good	Good	
Overall location	Good					

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Drs Nodder Morgan and Taubman on 17 September 2015. Overall the practice is rated as good.

Specifically, we found the practice to be good for providing well-led, effective, caring and responsive. However, the practice requires improvement in providing safe services.

Our key findings across all the areas we inspected were as follows:

- Staff understood and fulfilled their responsibilities to raise concerns, and to report incidents and near misses. Information about safety was recorded, monitored, appropriately reviewed and addressed.
- Risks to patients were assessed and well managed, with the exception of those relating to recruitment checks.
- Patients' needs were assessed and care was planned and delivered following best practice guidance. Staff had received training appropriate to their roles and any further training needs had been identified and planned.

- Patients said they were treated with compassion, dignity and respect and they were involved in their care and decisions about their treatment.
- Information about services and how to complain was available and easy to understand.
- Patients said they found it easy to make an appointment with a named GP and that there was continuity of care, with urgent appointments available the same day.
- The practice had good facilities and was well equipped to treat patients and meet their needs.
- There was a clear leadership structure and staff felt supported by management. The practice proactively sought feedback from staff and patients, which it acted on.

We saw an area of outstanding practice