

COPPULL MEDICAL PRACTICE CARE QUALITY COMMISSION INSPECTION



Last rated
6 September 2016



Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Good
Well led?	Good

Patient groups	Inadequate	Requires improvement	Good	Outstanding
Older people			Good	
People with long term conditions			Good	
Families, children and young people			Good	
Working age people (including those recently retired and students)			Good	
People whose circumstances may make them vulnerable			Good	
People experiencing poor mental health (including people with dementia)			Good	

"100% satisfaction rating from patients attending Warfarin Clinic"

"100% achievement for figures relating to diabetes"

"Childhood immunisation programme, 100% uptake in 2014/15"

"The practice used the information collected for the Quality & Outcomes Framework (QOF) to monitor outcomes for patients. The most recent published results were 100% of the total number of points available."

"We looked at the results of the friends & family test for 2015. This indicated that overall 98% of patients were "extremely likely" to recommend the practice to their friends and family."

"The area the provider was displaying **outstanding practice** was: The practice had corresponded regularly with hospital consultants, other healthcare providers, NHS England and the CCG to improve services for patients."

"Patients said they were treated with compassion, dignity and respect and they were involved in decisions about their care and treatment. Patients felt listened to and supported by the staff."

"The GP's in the practice had the experience, capacity, and capability to run the practice and ensure high quality care. They prioritised safe, high quality and compassionate care."

"There was a strong focus on continuous learning and improvement at all levels."

You can download a full copy of this report at: www.cqc.org.uk/location/1-543548447