



Rooksdown and Beggarwood Patient Info Sheet



Issue No: 001 (April 2018)

Welcome to the Rooksdown and Beggarwood Practice Patient info sheet. The aim of this is to act a communication link to all of the patients register at the practice, if there are changes to the Practice we hope that this will provide useful to keep you informed. This issue will concentrate on the following issue.

1. Patient Participation Group- What is this and how can I join?
2. Rooksdown and Beggarwood – Offering patient appointments at both locations.
3. Care Quality Commission – What has been going on

Patient Participation Group- What is this and how can I join?

Patient Participation Group- What is this and how can I join? The Patient Participation Group (PPG) is open to any patient from Rooksdown and Beggarwood Practice, the aim of the PPG is to hear your views of the surgery and how we can make things better. The PPG meet every few months at the surgery and patients are most welcome to join, minutes are produced and published on the website. Changes to the surgery may be discussed at the PPG prior to the change implementation.

Rooksdown and Beggarwood – Offering patient appointments at both locations

The Rooksdown and Beggarwood Practice has been operating as Cedar Medical since 2000, these practices have a long history of working together. In 2017 Cedar Medical applied to merge the clinical systems together and this went live in August 2017. Cedar Medical also applied to the Care Quality Commission (CQC) to merge the Rooksdown and Beggarwood Practice, this reduces the number of CQC visits that need to take place. As a result of the clinical system being merged patients can now be seen at either location. This may be useful for patients who may need to book appointments for more specialised GP appointments, patients who require support from our nursing team will have more choice in terms of nursing appointments. The Rooksdown and Beggarwood Practice staff have started to offer patients appointment at both locations and this appears to be working quite well. There will be no reduction of practice staff at either location.

Care Quality Commission – What has been going on?

The Rooksdown and Beggarwood Practice have recently been visited by the CQC, the Beggarwood CQC inspection in November has now been archived on the CQC website due to the CQC accepting the practice merging together. During the last year the North Hampshire Clinical Commissioning Group (NHCCG) and NHS England have been meeting with the Rooksdown and Beggarwood Practice on a monthly basis. The aim of these meetings is to support the surgery to attain a grade of good for the CQC inspection. At the last NHCCG meeting on the 15 March 2018 it was decided that these meetings become bi-monthly, this is a direct result of sufficient evidence and feedback to the NHCCG that measures are being taken to maximise the surgeries potential in obtaining a grade of good. The CQC report for the Rooksdown and Beggarwood Practice is due to be published in a few weeks' time, an overall grade of requires improvement is likely, this is mainly due to having process in place to support the practice but have not had enough time to embed in to the practice culture.