**LATHAM**

**HOUSE**

**L**

**M**

**P**

### H

**Patient Information**

**Statement**

We are disappointed with the findings of the Care Quality Commission (CQC) inspection. As a Practice we have accepted the report and are taking its report seriously. We are committed to providing good quality care for our patients and are responding to each of the CQC recommendations for improvement.

The response to the CQC inspection was immediate. We have an action plan in place and we are working collaboratively with a team from the Royal College of General Practitioners. The Practice is confident that we will be able to assure the CQC on all aspects of the inspection.

Our primary focus remains with our patients and the Practice has a lot to be proud of. We continue to provide effective and caring services which the CQC has acknowledged, rating these services as ‘good’.

We are confident that we will be able to make the required changes to improve our services as we aim for a ‘good’ rating across the board. We would like to reassure patients that there will be no disruption to ongoing patient care.

The Local Clinical Commissioning Group (ELRCCG) have also been working with the Practice and have collated some information from other publically available reports which we want to share with our patients as it reflects our high quality clinical services, compared to our peers.

For your reference, we have provided this information on the back of this sheet.

 **GP Survey Latest Results (July 2016)**

|  |  |  |
| --- | --- | --- |
| **Practice name** | **Confidence and trust in the GP** | **Confidence and Trust in the nurse** |
| Latham House | 96% | 100% |
| CCG | 96% | 97% |
| National | 95% | 97% |

**Friends and Family Test Data**

|  |  |  |
| --- | --- | --- |
| **Total Responses** | **Percentage Recommended** | **Percentage Not Recommended** |
|
| 50 | 100% | 0% |

**Quality Outcomes Framework**

|  |  |  |
| --- | --- | --- |
| **Practice name** | **Total Achievement**  | **Clinical Results** |
| Latham House | 99.9% | 99.9% |
| CCG | 96.4% | 96.3% |
| England | 95.3% | 95.2% |

**NHS England Standards**

When considering the General Practice High Level Indicators, Latham House has not been identified by NHS England as an outlying practice. In the General Practice Outcome Set, practices are rated from “Practice with review identified” to “Higher achieving Practice”. Latham House is an “Achieving Practice”