

Quality of patient care and services recognised by new CQC 'Good' Report

New Inn Surgery has been awarded a new overall rating of 'Good' by the Care Quality Commission (CQC) following publication of its recent findings in its new report dated 24th December 2015.

Following a CQC visit on 20th October 2015 to the Surgery Inspectors once again rated services 'Good' in respect of being caring and in addition rated services as 'Good' in the areas of being effective, well-led and responsive to peoples' needs.

The report recognises 'the significant improvements that have been made' since a previous inspection in October 2014. The Surgery's new rating means it has been removed from special measures as certain administrative and procedural requirements have been achieved.

The practice has taken great strides organisationally and the notable awarding of not one but two levels above the previous CQC rating reflects the hard work and commitment of all the practice staff.

The report also identified some areas where the practice needed to make new procedural improvements. These were areas not highlighted by the previous report; however they have been remedied shortly after the CQC visit or are currently near to being rectified.

Dr Carr-Bains said 'All the staff are delighted that the changes we have made and the continued quality patient care we provide have been acknowledged in this new report. Much of what needed to improve related to our administration processes and I'm pleased that we are now meeting those expected standards.

We are a friendly and caring practice that puts its patients first and I would like to thank all our patients who have expressed their appreciation of the care they receive at the surgery.'

New Inn Surgery's new overall 'Good' rating puts it alongside the majority of other practices' ratings in the Guildford & Waverley CCG locality.

Patients may view the new CQC report by using the link on the surgery website or request to see a copy from the Practice Manager at the surgery. We welcome any feedback from patients to enable us to improve our services further.

New Inn Surgery 1st January 2016