

## **CQC Report**

I am compelled to write as the registered manager of Robert Frew Medical Centre to address the recent CQC report.

It is instructive to note that the practice was first inspected some 4 years ago and found to be good in all areas of care.

However, the recent CQC report had raised issues of safety in relation to high risk drug monitoring, and action on patient results. On the basis of these findings, the practice was rated inadequate for safety.

The practice wrote to the CQC to correct some of the factual inaccuracies. It accepted 4 out of the 5 complaints, but declined to change the rating.

It is however important for patients to understand what the issues are.

The high risk drugs, which include warfarin, methotrexate, azathioprine, are medications prescribed and monitored by hospital consultants as part of a shared care protocol. Blood tests are done by consultants, and results are notified to GPs.

CQC position is that the actual blood results should be in the patients' records before medications are issued. It does mean that patients now have to do two blood tests, one for the hospital, and one for the practice. This is not a problem that is unique to this practice, and some doctors and practices in Basildon have now decided not to prescribe these medications because of CQC.

We hope with the installation of the 'ICE Software' by Basildon Hospital, the problem will disappear, as practices will be able to see blood results directly.

In my 22 years of working in the practice, I have not seen a single case of toxicity from the shared care protocol with the hospital. I therefore want to reassure all patients that the doctors are/were at all times monitoring the effects of these medications. Every Consultant letter is read and acted upon by every doctor.

The issue of pathology result not being actioned related to one single incident of a locum doctor who did not work at the practice every day. The practice policy is that each doctor completes and actions his/her inbox of pathology results every day.

### **Vulnerable Children/ Vulnerable Adults**

The criticism is that the practice does not follow up children and vulnerable adults that failed to attend Hospital Appointments. Letters are now sent to these groups if a DNA letter is received from the hospital. Majority of parents who failed to attend hospital appointments are responsible parents, and do not necessarily come under the surveillance of safe guarding.

### **Well Led**

The CQC finding and rating in my respectful opinion is incoherent, and not understood.

Finally, the report is contrary to what the CQC told the practice and the Patients Participation Group back last year in September 2016 that this is a good practice.

I therefore take this opportunity to thank all the members of staff, nurses, receptionists whom might have been demoralised by this report, and negative media reporting, that your efforts and sacrifice are appreciated, and you should continue with the good work.

Dr Ogunsanya