

**Dr Keir Newsom
Dr Marco Cecchini
Dr David Sherwell
Dr Jenny Ellis
Dr Laura Wollaston
Dr Charlie Woodhams
Dr Amy Garrett
Dr Sarah Donswijk
Dr Faye McWilliam**



**The Glebe Surgery
The Glebe
Storrington
Pulborough
West Sussex
RH20 4FR**

Tel No 01903 742942

19 January 2023

Dear Patient

The Glebe Surgery was inspected by the Care Quality Commission (CQC) between the 13th and 15th September 2022.

We welcome the findings of the recent CQC inspection and are now working hard to address the areas that were identified as inadequate and requiring improvement.

Patient safety is our top priority, and we are committed to taking the appropriate steps to ensure our staff can provide the best possible service for patients. Since initial feedback in September, we have acted immediately to make significant changes to the way we operate, which we believe make our Practice safe, effective, caring, responsive and well-led. While the report did not highlight any patient harm, we have taken immediate steps to ensure patients remain safe from any potential risk identified in the report. Examples of these immediate steps include new safeguarding processes and protocols, new infection prevention control processes and new systems to ensure correct prescribing and monitoring of medication.

We encourage you, our patients, to read both the full CQC report, as well as the CQC summary report, which can be found at www.cqc.org.uk or on our website www.glebesurgerystorrington.nhs.uk. The full report details some but not all of the actions we are already undertaking to improve and also highlights some positive aspects of our service.

Like many NHS services, our Practice has experienced increasing pressure following the COVID-19 pandemic which has led to an increase in the need for our services, alongside staff sickness. The Practice has also undergone a move to new premises and a change of computer system, which we hope will enable us to deliver a better service in the future. We are a Practice that strives to provide the best service for our patients and so we were disappointed to receive this rating and determined to improve.

We were pleased to have been rated as 'Good' in the areas 'Caring' and 'Responsive' as this reflects two of The Glebe Surgery core values.

As a Practice, we believe it is important to receive criticism both positive and negative and thank the CQC for providing feedback that allows us to improve the service we offer to patients.

At all stages of change, we have worked alongside the CQC and Sussex NHS Integrated Care Board and they have been supportive of our efforts.

The Glebe Surgery Team is confident that any areas of concern will be significantly improved when we are revisited in 6 months.

We understand that this report may cause concern and we wish to reassure our patients that we are taking all steps needed to ensure we are safe, effective, caring, responsive and well-led. If you do have specific concerns, we encourage you to forward these to us by email sxicb-wsx.glebesurgery1@nhs.net or in writing (The Glebe Surgery, Storrington, West Sussex, RH20 4FR). Your concerns will be acknowledged and we will get back to you as soon as we can, however clinical matters will be prioritised at this busy time.

Yours sincerely

Dr Keir Newsom