

Get in touch

Church Lane Surgery

Braintree College,
Church Lane,
Braintree CM7 5SN

Our Practice is open:

Monday **8am-6.30pm**

Tuesday **8am-8pm**

Wednesday **8am-6.30pm**

Thursday **8am-6:30pm**

Friday **8am-6.30pm**

t: 01376 552 474

w: www.churchlanesurgery.co.uk

**When the Practice is closed, please call
NHS 111.**

other changes to improve your experience. If you would like to keep updated on the improvements we are making, these are regularly updated at: www.churchlanesurgery.co.uk and are available in a regular newsletter in printed format from reception. The other improvements that we have made are detailed below.

Recruitment

We are continuing to strive to recruit more permanent GPs and nurses. In addition, Christian Ellwood has joined Church Lane Surgery as the new permanent service manager. He is an experienced practice manager, with experience of turning around challenged practices.

Virgin Care has also seconded practice managers from its other services in England to support the practices.

Appointments

Overall, we are currently providing more appointments than we are contractually required to by our commissioners.

You can book appointments with a GP, nurse or healthcare assistant online as you have told us this is more convenient for you.

To register for online services, you need to fill in a registration form and provide a form of identity. You can find more information here:

www.churchlanesurgery.co.uk/online-booking.

Telephone system

We listened to your feedback and have made changes to the way calls are answered. This includes introducing a 'telephone hub' with colleagues in a dedicated zone for answering the phones leaving reception staff uninterrupted to deal with face-to-face enquiries.

We are also introducing a simpler call direction message to make it easier and quicker to call the surgery.

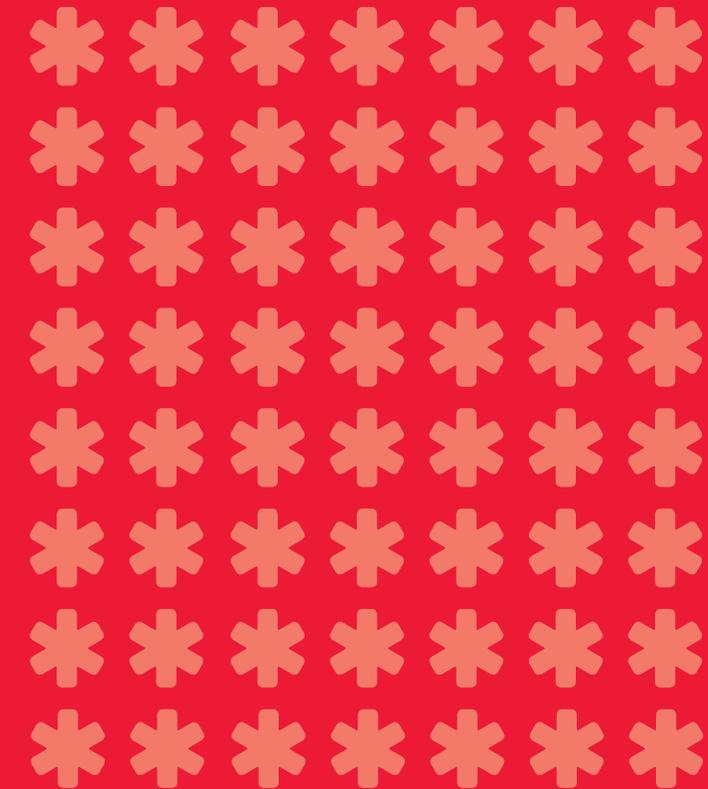
Repeat prescriptions

You can order repeat prescriptions online and we are making progress with introducing an electronic prescribing system which will allow us to dispense repeat prescriptions electronically. This means the prescription will not need to be hand-signed by a clinician, will be automatically authorised within 48 hours of your request being made and your medication will be available to collect from your nominated pharmacy.

Service information guide

Church Lane Surgery

The CQC and us



Church Lane Surgery

This leaflet highlights the areas the CQC wanted us to concentrate on and outlines the actions we have taken to make those improvements.

Introduction

The Care Quality Commission (CQC), who check up on health services like ours, carried out an inspection of Church Lane Surgery earlier this year and have now published a report which criticises the service we provide. Inspectors gave the practice an overall rating of 'inadequate'.

Prior to the inspectors' visit we were already aware that improvements were needed and had an action plan already in motion when the inspection took place. We welcome the CQC's findings which

confirm we are working on the correct areas to improve the practice. As an experienced healthcare provider, we aim for all our practices and services to be rated 'good' or 'outstanding' and we're very proud that most of the services we run are. We have been improving and transforming services for over a decade and, while any improvement plan takes time, we are determined to improve Church Lane Surgery and to achieve the high standards we – and you – expect.

This leaflet highlights the areas the CQC wanted us to concentrate on and outlines the actions we have taken to make those improvements.

It also highlights other improvements that we are making following feedback from patients such as making it easier to book appointments and recruiting new colleagues.

If you want to know what the CQC said about the practice, you can find the report on their website at www.cqc.org.uk. We've summarised their comments in this leaflet.

Delivering safe services

The CQC said we must ensure care and treatment is provided in a safe way to patients.

- Safety is our priority and we are reviewing the guidance the CQC has provided us with to ensure we deliver services in a safe way.

Clinical governance

The CQC said we must make sure there are effective processes and systems in place to ensure good governance. This means making sure everyone knows exactly what their responsibilities are, who they report to, who can make decisions and that processes are in place to make sure that we provide safe, excellent care.

- We have introduced a local clinical governance system in line with Virgin Care's national policy and procedures.

Identifying carers

The CQC said we should develop the way we identify and support carers to ensure they receive appropriate support.

- We have a national carers support scheme called 'Carers Club' which is a one stop shop for practical, relevant and useful information and support which we will be introducing to Church Lane. More information can be found at: www.carersclub.org. We will also proactively encourage patients to let us

know if they are a carer, and will appoint a carer's lead for the practice.

Cervical screening

The CQC said we should improve the numbers of patients who come to us for cervical screening.

- We are contacting patients whose cervical screening tests are due to remind them to book an appointment. We are also developing an engagement and awareness campaign including posters, letters and events to help women understand the importance of cervical screening.

Staff induction

The CQC said we should review and monitor the system and process in place to ensure all staff complete the online induction programme.

- Colleagues have been made aware of the online induction programme. We are also developing a new comprehensive induction process and will ensure that all new members of staff receive this training.

Other improvements

As well as those improvements the CQC asked us to make, we have also made