

# January Newsletter

De Montfort Surgery

<http://www.demontfortsurgery.co.uk/>

January 2015

## *Patient Participation Group*

### **Working in partnership to facilitate improvements in the delivery of services to our patient population**

Our PPG meets every two months. The next meeting is on Monday 26 January at 6:15 pm here at the practice.

We are seeking additional members, especially from patients who are students at De Montfort University.

## *Patient Feedback Action Plan*

### *December FFT Results*

118 patients responded to our **Friends & Family Test**

91% said they would **recommend** De Montfort Surgery if they needed similar care or treatment

To share your own feedback please click the link from our homepage:

<https://demontfortsurgery.leics-his.co.uk/>

We will be reviewing the results and the comments provided by patients who have completed the Friends and Family Test to focus on

three improvement actions to be implemented this year. This plan will be developed jointly with the Patient Participation Group.

## *CQC Inspection*

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On 7 January we were inspected by our regulator the **Care Quality Commission**.

Thanks to all our patients and colleagues who made time to talk to the inspection team on the day, or who filled out a comments card.

We have to wait three months for the official rating and the full report, which will be published on the CQC's website.

<http://www.cqc.org.uk/>

We were delighted with the verbal feedback we received on the day and the inspection team did not have any concerns about the quality of care we provide.