**CQC rates Rowner**

**Surgery as good**

**Rowner Surgery has been rated as “good overall” by independent health inspectors.**

A report published by the Care Quality Commission, following a visit on September 11, 2018, gave the Surgery a ‘good’ rating for the following five areas – safe, effective, caring, responsive and well-led.

In its headline findings, the CQC report said:

* The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes
* The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines
* Recall systems had been reviewed and streamlined to improve the uptake of health reviews for patients with long term conditions
* Staff involved and treated patients with compassion, kindness, dignity and respect
* Patients found the appointment system easy to use and reported that they were able to access care when they needed it
* There was a strong focus on continuous learning and improvement at all levels of the organisation
* The practice was active in forward planning to maintain delivery of high quality care.

Dr Goher Altaf, a GP at Rowner Surgery, said: “This report is well-deserved as we have a great team, great staff and great patients.

“The focus of all members of staff here, both clinical and non-clinical, from the GPs to the receptionists, is to provide a good service and quality care to our patients, often going the extra mile.”

Rowner’s full CQC report can be [read here](https://www.cqc.org.uk/location/1-2947401019) or visit <https://www.cqc.org.uk/location/1-2947401019>

There were three areas where the CQC said the Surgery should make improvements.

These were that it should monitor and evaluate changes in service delivery introduced on the day of inspection – and ensure they are effective and sustainable; review the follow up systems used to encourage uptake of national cancer screening programmes; and continue to review the means of encouraging patients with carer responsibilities to register as a carer to seek the support the practice has on offer.

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