

★ Outstanding News ! ★

Welcome to this very special edition of our Practice Newsletter. We are very proud to announce that The Care Quality Commission has found the quality of care provided by Staffa Health to be Outstanding following an inspection in September 2015. This Newsletter provides more information about the inspection process and our achievement.

The Care Quality Commission (CQC) is the independent regulator of health and social care in England. Under the CQC's new programme of inspections, all England's GP practices are being given a rating according to whether they are safe, effective, caring, responsive and well led and whether we meet the needs of the population we serve. This report is based on a combination of what the inspection team found when they inspected, information from their ongoing monitoring of data about services and information given to them by us, patients, the public and other organisations.

The ratings practices are given can be:

- ★ Outstanding
- Good
- Requires improvement
- Inadequate

**Dr Tim Scott, Staffa Health GP Partner says:**

We are absolutely delighted to have received an 'Outstanding' rating following our recent CQC inspection and feel that this is recognition of the hard work we have put in over many years to provide a safe, effective and responsive service over four sites.

For many years we have sought to design our care around the needs of our patient population, something which the report recognises and explains in more detail. We are very clear that this is not an end point but simply a description of us at this point in time and we shall continue to develop and improve our service further in coming years. This is a challenging time for the NHS in general and we don't know what the future holds but we would like to assure our patients that we will always use our best efforts to continue to provide the best healthcare possible to our present and future practice population.

**Staffa Health's Rating:**

Overall Outstanding ★	Safe	Good ●
	Effective	Good ●
	Caring	Good ●
	Responsive	Outstanding ☆
	Well-led	Outstanding ☆

Older people	Outstanding ☆	People whose circumstances may make them vulnerable	Outstanding ☆
People with long term conditions	Outstanding ☆		
Families, children and young people	Outstanding ☆	People experiencing poor mental health (including people with dementia)	Outstanding ☆
Working age people (including those recently retired and students)	Outstanding ☆		

The 5 member inspection team that visited Staffa Health on 17th September 2015 consisted of a CQC Lead Inspector, a second CQC inspector, and specialist role advisors of GP, Practice Nurse and a Practice Manager.

## The report highlights a number of areas of outstanding practice, including:

- The practice employed a care coordinator and a health needs support worker to ensure that multidisciplinary care their patients received was integrated and well-coordinated. This ensured an effective link between health services, social care services and the voluntary sector.
- In response to high rates of emergency admissions linked to falls, the practice had introduced the Otago Falls Prevention Programme. This had a positive impact and inspectors saw evidence to demonstrate a decrease in the number of falls related admissions to hospital.
- The practice continuously improved the way it delivered services by proactively identifying learning from a range of sources including patient feedback, complaints and significant events.
- The practice ensured learning from significant events and complaints was maximised and shared with all staff. The practice had introduced quarterly lessons learned newsletter. for staff.
- The practice had a clear vision which was shared with staff and patients. This vision was reflected in the practice's plans for the future and was central to the care provided.

**Janet Williamson, Deputy Chief Inspector of General Practice and Dentistry in CQC's Central region said:**

"It is clear Staffa Health Tibshelf is providing an effective, responsive and well led service which is a real asset to the people living in this part of Derbyshire.

"Feedback from patients and clinical teams was excellent and staff went above and beyond their level of duty to care for patients.

"There was a very clear leadership structure and staff felt supported by the management. The practice proactively sought feedback from staff and patients which it took into consideration and acted upon.

"For those people with the most complex needs, the practice worked with relevant health and care professionals to deliver a multidisciplinary package of care. The practice employed a care co-ordinator who was a member of a wider community support team.

"All of this hard work pays off in making a real difference to patients – which is why we have found this practice to be Outstanding."

Staffa Health Team



CQC has published a full report at:

<http://www.cqc.org.uk/location/1-564281746>

## THANK - YOU

**To all our staff, patients and carers and colleagues in the health community in helping us achieve this rating**

**We will do our very best to maintain and further improve on the service we provide.**

To continue to provide a responsive and high quality service we rely on our patients to tell us what we do well and what we could do better. If you have any feedback on the service we are providing please let us know. You can do this in a number of ways:

- **In person:** speak to one of our reception team. We have a verbal complaints form they will fill in with you if needed and will pass it onto the practice manager.
- **Email:** [admin.staffahealth.nhs.uk](mailto:admin.staffahealth.nhs.uk)
- **In writing:** write to Ruth Cater, Practice Manager, Staffa Health, 189 Birkinstyle Lane, Stonebroom, Derbyshire, DE55 5PS
- **Go to NHS Choices** and leave us a comment: [www.nhs.uk](http://www.nhs.uk)

**Edited by Claire Halksworth, Practice Administrator. For news, comments or feedback telephone:**

**Staffa Health**  
3 Waverley Street  
Tibshelf, Alfreton  
Derbyshire, DE55 5PS  
Tel: 01773 309030

**Staffa Health**  
189 Birkinstyle Lane  
Stonebroom, Alfreton  
Derbyshire, DE55 6LD  
Tel: 01773 309040

**Staffa Health**  
Willow Close  
Pilsley, Chesterfield  
Derbyshire, S45 8JA  
Tel: 01773 309050

**Staffa Health**  
19 Heath Road  
Holmewood  
Chesterfield S42 5RB  
Tel: 01246 389180

**Drs TNB Scott, RE Cooper, AP Parker, P Gadsden, T Taylor, D Stinton and N Humes**