

## CQC Action Plan for areas that Require Improvement

March 2019

Following our inspection in February 2019 please see below for the action plan for areas that require improvement:

Area for Improvement	Action
Ensure evidence of compliance for site-relates issues is readily available from the contractor or landlord	This has been flagged up to CHP who are the landlord. The evidence which was delayed had to be requested from a 3 <sup>rd</sup> party supplier. This evidence was provided to the CQC inspector within 2 weeks of the inspection date
Ensure that all Patient Group Directions (PGDs) are appropriately completed	2 PGDs were identified that had not been signed by one nurse – this was rectified on the day of inspection and robust processes are now in place to ensure that this does not occur again in the future.
Improve outcomes for people with long term conditions and mental health in line with CCG and national averages	<p>We are working to ensure that all patients are treated in accordance with the current guidelines and that we improve our reporting rates ensuring that we align with the local and national averages.</p> <p>We have a robust recall process in place for all patients with any long term condition and we are actively working with patients to ensure that they attend for reviews at the appropriate times.</p> <p>The data available for the inspection was 2017/18 and we are now approaching the end of 2018/19 and we are confident that the new data will show improvements.</p>

20<sup>th</sup> March 2019