



## **Friends of Alexandra Surgery / Patient Participation Group**

The Care Quality Commission (CQC) made a planned visit to Alexandra Surgery on 18 October 2021.

This was the first on-site inspection since the previous one in November 2016. During the lockdown, they conducted remote monitoring on three occasions.

Two officers were present to hear our views, review records, collect data and interview personnel. These were conducted according to a plan:

10:30am – 10:45am	Practice presentation
10:45am – 1:00pm	Clinical data search, sample records review
10:45am – 1:00pm	Governance, cold chain, infection prevention and control, emergency medication, training records, personnel records
1:00pm – 1:30pm	CQC corroboration
1:30pm – 3:15pm	GP interview
3:15pm – 3:45pm	CQC corroboration
3:45pm – 4:00pm	Feedback

As a follow up, the practice was asked to submit documentary evidence of staff training and quality assurance.

We wish to thank our patients and friends who lent us support on the day. When we receive the report (hopefully a good one), we shall share it with everyone.