



QUALITY AT THE WALCOTE PRACTICE

The Walcote Practice (TWP) is strongly committed to continuous quality improvement. Our focus on attaining the highest standards practice-wide and on providing the best medical service to patients is reflected in our extensive ongoing programme of quality improvement activity and audit.

TWP carries out over 30 audits per year, encompassing a wide variety of Practice areas including but not limited to clinical activities, infection control, risk and data management, staff training, patient and staff feedback, environmental and more. Please see below for a selection of examples.

Minor Surgery: TWP undertakes a range of minor surgery procedures at our main surgery in Winchester city centre, including mole, cyst and skin tag removal and treatment of warts and verrucae. We also carry out pain relief injections, removal and/or insertion of contraceptive implants and sutures for patients presenting with minor injuries.

Our audit of all minor surgical procedures undertaken at TWP in 2023 showed that almost all procedures undertaken demonstrated **excellent cosmetic and/or functional results** when patients attended for follow up and that wound infection rates were extremely low. Of over 630 procedures undertaken, only 5 showed minor complications, all of which resolved to leave good wound healing.

Quality of Consultations & Treatment: This audit investigated the treatment and care provided to our patients. Areas examined included the provision of a safe and private environment, provision of information, the involvement of patients in decision making and follow-up care to ensure maintenance of health, and the provision of effective co-ordinated care when external referrals were necessary. Our culture of high quality care at TWP was echoed in the positive results of this audit.

Stakeholder Surveys: These surveys invited patients, families, carers and staff to give their opinions regarding whether TWP is Safe, Effective, Well-Led, Responsive and Caring. These are the five key questions used by the Care Quality Commission (CQC) to assess medical practices. People undertaking TWP surveys were asked to rate the practice against a range of statements. We were delighted when our latest survey results revealed ratings in these areas ranging from 90-99%.

To view comments from patients in response to our range of patient surveys, please visit the 'Client Testimonials' page of our website.*

Infection Control Annual Statement: Please see the 'Useful Documents' section of our website * to view the very positive results within our latest comprehensive Infection Control Annual Statement.

Continuous Quality Improvement: We are always striving to further improve patient care, internal processes and protocols, and to maximise our service offerings at TWP. We believe that our internal practices should support the human rights of patients and staff by promoting open communications and the involvement of all stakeholders in the service provided.

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Our Quality Improvement (QI) Strategy helps us to deliver a high-quality primary healthcare service which continually maintains and improves standards. In our recent QI audit, all of our standards/procedures were being fully met. QI activities undertaken since 2023 have included:

- opening a branch surgery on the outskirts of Winchester in a fully accessible building with on-site imaging and free on-site parking. This branch surgery was opened in response to patient comments regarding a desire for improved parking options at TWP.
- expansion of the practice's clinical capacity – achieved via the recruitment of additional GPs
- expansion of practice services – introduction of a cryosurgery service at the branch surgery, plus purchase of equipment and additional GP training to enhance capacity for skin checks and OEUK medicals at TWP
- the recruitment of a HR Manager and further administrative staff to enhance capacity in these important areas
- broadening the means of access to our Patient Folder content by making this content available online on our website *
- introducing electronic prescribing to create efficiencies for both patients and GPs

Patient, Relative and Carer Input: The Walcote Practice always endeavours to deliver the highest quality service to our patients and we welcome your input. To leave feedback about your experience with us or to make suggestions, please:

- talk to our staff during your visit
- complete and return a 'Suggestions and Compliments Form' or a 'Complaints Form' as appropriate; you can obtain the form from reception during your visit, or from our website *
- put a comment/suggestion into our anonymous Patient Comments box in reception
- join our virtual Patient Participation Group (vPPG), via which we would contact you by email every now and again to ask you a question or two, e.g. about the Practice and how we are doing. This would help us to identify any areas for improvement. We would certainly not bombard you and you can request to be removed at any time. If this would be of interest, you can find our vPPG Joining Form on our website.*
- email our Practice Manager at angela.ward@walcotehealth.co.uk
- write to us at:

Practice Manager
The Walcote Practice
Southgate Chambers,
37-39 Southgate Street,
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* To view The Walcote Practice's website, please visit www.thewalcoteppractice.co.uk