



## CQC VISIT

We recently had our CQC visit in July 2018, patients and PPG member's were asked to complete CQC patient participation cards, which were used to produce a report based on their responses and discussions with the PPG member's and all staff working at the practice.

The basic ratings are as follows;



RATINGS		
<b>Overall for L.L. Medical Care Ltd</b>	<b>Good</b>	
Are services safe?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive?	Good	
Are services well-led?	Good	

The full report can be downloaded from our practice website or from;

<https://www.cqc.org.uk/location/1-535054296>

We will be having our next PPG member in the new next few months, current members of the PPG will be advised on when either through email or from phone.

If you would like to become a PPG member please ask one of the reception staff or see the PPG webpage on our website, where you can download and print a registration form.

Thank you to all who answered the CQC patient participation cards and all other forms of feedback, ie, the Friends and Family Test questionnaires and the practice patient participation group questionnaires.

Your feedback has been listened to and it shows within the CQC report.

Thank you to all;

Management and staff at L.L. Medical Care Ltd (Agarwal & Agrawal Practice)