



Frequently Asked Questions (FAQ)

Horizon Health Centre CQC Inspection report

What is the Care Quality Commission and why was Horizon Health Centre inspected?

The CQC is an independent regulator of health and social care services in England. It ensures that healthcare providers meet essential standards of quality and safety. Horizon Health Centre was inspected to follow up on previous breaches of regulations and to assess whether necessary improvements had been made.

What were the ratings given to Horizon Health Centre during the recent inspections?

Horizon Health Centre was rated as "inadequate" by the CQC during the recent inspections in May 2023. This rating indicates that significant concerns were identified about the quality and safety of care provided by these practices.

You can read the full CQC reports [here](#).

What has the practice done in response to the CQC inspection?

- **Engagement** - We have engaged with CQC, HealthWatch and the Integrated Care Board (ICB) to discuss the shortcomings and provide action plans to meet the regulatory requirements.
- **Focus on improvement** - We have developed and are implementing a comprehensive improvement plan to address the shortcomings, with significant progress made since the inspection in May 2023. Backlogs of workload have been caught up and the practice teams have been strengthened with recent successes in recruiting new members to both the clinical and administrative teams.
- **Changes in processes** - We have reviewed and revised practice processes and procedures to ensure they align with best practices and regulatory requirements. Changes have been made in how we manage patient records, prescribe medications, handle complaints, and implement safeguarding measures.
- **Staff Training and Development** - We have invested in additional training and development for the team. This has included training on documentation practices, safeguarding procedures, infection control, and other areas highlighted by the inspections.
- **Primary Care Network Support** – We are a member of the Pier Health Group Primary Care Network and are receiving support in many areas to ensure we become sustainable as quickly as possible.



What does this mean for my care?

We know that the report will cause concerns for patients and want to reassure you that we are already working hard to address the issues raised by the CQC. We take the safety and welfare of patients very seriously indeed and are committed to making all necessary improvements, working closely with the CQC and the NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board.

Do I need to do anything following the report?

No, as a patient of the practice you should continue to use services as normal. There will be no changes to the services we provide.

What can I do if I have concerns?

You have a number of options if you have concerns about the quality and safety of the care you receive or have received.

- Start by talking to the practice team and share your concerns openly and honestly. We are keen to listen and address any issues you have.
- If there's something you don't understand about your treatment, diagnosis, or any aspect of your care, don't hesitate to ask questions.
- If you're unsure about a decision made regarding your care, ask for someone to explain the reasoning behind it.
- Educate yourself about your condition, treatment options, and what constitutes good care. This can empower you to make informed decisions and ask the right questions.
- Request access to your medical records to ensure that the information is accurate and up to date. If you notice any discrepancies or inaccuracies, inform the practice with the necessary details.

Having taken the above steps, if you still have concerns, a complaint or a compliment about the service you have received, you can contact the BNSSG Customer Services Team for free and confidential advice:

Tel: 0117 900 2655 or 0800 073 0907 (freephone)

Email: bnssg.customerservice@nhs.net

Write to:

Customer Services Team
NHS Bristol, North Somerset, South Gloucestershire ICB,
360 Bristol - Three Six Zero,
Marlborough Street,
Bristol, BS1 3NX.