



# Tulasi Medical Centre HOSC update, September 2022

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Sarah See, Director of Primary Care Transformation

- Following inspection, CQC changed Tulası Medical Centre's rating from 'Good' to 'Inadequate'
- Practice instructed to make a number of improvements
- Arrangements in place for new interim management team to run the practice and to have a clinical oversight
- Patients being seen/treated as normal while improvements made.

- Immediate action taken by NHS North East London
- Team of experts specialising in care quality, safeguarding, medicines management and primary care in place giving advice and support to address issues
- Stakeholders notified in August when CQC report released
- Practice website updated to carry statement
- Practice patient group notified.

# Improvement plan latest

- All patients highlighted by CQC have been reviewed
- Clinical and managerial leads identified
- Safe domain and medicine management policies reviewed
- Clinical and admin audits underway - smears, 2ww referrals, end of life/palliative care, consultations audits, high drug risk monitoring
- Workforce increased - more GPs, federation providing extra admin capacity.

# Medicines Management update

- Close working with NEL Medicines Management team
- High Risk drug monitoring of all appropriate patients
- New ways of working adopted for repeat and acute prescription requests
- Increased support for practice Clinical Pharmacists
- Monthly clinic governance meetings for all clinical staff - learning disseminated to all practice staff.