20 February 2019

**PRESS RELEASE**

**York GP practice leaps to ‘Good’ in watchdog care ratings**

A York GP practice put into special measures under a year ago has been rated ‘Good’ by the Care Quality Commission (CQC) after being found to have made ‘significant improvements’.

The health watchdog judged Unity Health to be ‘inadequate’ and imposed a number of conditions following an inspection in May 2018.

But after eight months of hard work by staff across the practice’s two sites at Wenlock Terrace and Kimberlow Hill, inspectors have revised their rating, saying they are happy that Unity Health’s services are safe, caring, responsive and well led.

Unity Health partner Dr Richard Wilcox said: “We’re absolutely thrilled that the work we’ve put in to turn the practice round have been recognised so emphatically.

“We recognise that in some areas, particularly around telephone access to appointments, we haven’t been delivering the service our patients expect. Hopefully the CQCs latest findings will provide assurance that our focus is very much on quality and continuous improvement.”

The CQC has advised the practice to embed the improvements it has made, continue to improve its telephony system and improve the uptake of cervical cancer screening.

Michelle Carrington, Executive Director of Quality and Nursing at NHS Vale of York CCG said: “Unity thoroughly deserves recognition for turning around its inspection status to a rating of Good.

"The practice has overhauled some of its systems, recruited new staff and has had support from the CCG that has helped to Unity to develop a stronger focus on quality and continuous improvement and I am confident that this will help to make a real difference to patients and their care.”

Recent improvements made by Unity Health include:

* Refurbishing the Wenlock Terrace surgery premises
* Recruiting new GPs, reception, nursing and support staff
* Overhauling the complaints system
* Working with an expert nurse manager from the Royal College of GPs to redesign the skill mix and training of staff
* Carrying out a full health and safety audit across all of its premises
* Re-forming its Patient Participation Group (PPG) as a sounding board for new ideas
* Introducing drop-in sessions for patients and students to meet members of the team, ask questions and make suggestions

The CQC report is available to read and download on the Unity Health website [www.unityhealth.info](http://www.unityhealth.info)

Ends

**Media information from Greg Moulds (07789 966264) or Yvonne Reay (07793 943432).**