|  |
| --- |
| **Our visit to Throckley Primary Care** |
| Our mystery shopper visited your practice on 2 April 2015. The purpose of this visit was to find out:   * What information the GP practice was providing about how to comment or make a complaint * If it was easy to find that information without having to ask a staff member * If people were able to ask for this information without experiencing any barriers or having to engage in lengthy or defensive discussions with staff |
| **Our findings** |
| There were leaflets and posters on display about how to comment or make a complaint. A complaints form was also available. These were well positioned and easy to find.  A suggestion box and forms were available.  The practice also displayed posters about CQC reports.  All of this information was displayed in one place making it easy for patients, giving our visitor the impression that feedback was encouraged.  The complaints procedure was also on the practice website. |
| **Conclusions and recommendations** |
| Congratulations on these results. We’re delighted that our visitor was able to find the information needed and that it was so easy to find. We’re also pleased that you display your CQC reports and have a suggestion box. We’re pleased to say that we have no recommendations to make.  If you would like more of our publicity or wish to query the contents of this report please contact Rachel using the details below.  Rachel Head  Champion Support Worker  Direct: 0191 338 5723  rachel@healthwatchnewcastle.org.uk |