



11th September 2019

In response to our CQC inspection and rating Medicaoptima Ltd has addressed the concerns raised as follows.

- We are reviewing, updating and tailoring our policies and procedures to ensure that information is consistent and easily accessible on a dedicated online website.
- To comply with our registration, we are asking our patients to register with an NHS GP and to provide consent to communicate with that GP.
- Our complaints policy has been rewritten and details of that are available in the waiting room.
- We are introducing a broader range of risk assessments and audits both clinical and non-clinical to increase the efficiency of our practice
- All electrical equipment has been tested for safety and regular maintenance program set up.
- We have developed a new system for registering and responding to all external safety alerts.
- We have improved the structure of our regular team meetings and it is through these that all of our changes will be implemented and assessed.
- All of our staff have now undertaken training in protection of vulnerable adults so they will be able to recognise concerns and know how to respond.
- Additional audits and a review of patient consultations and treatment are being undertaken to ensure the quality of the care we provide.

We believe that with all of these improvements in place our next inspection will see an improvement to our rating.

If you have any questions regarding the above please do not hesitate to ask Dr Britta Derbuch-Markovic.