



Devon Doctors Group

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Monday, January 24

Dear Stakeholder

CQC acknowledges significant improvements in Devon and Somerset integrated urgent care service

It gives us great pleasure to inform you that the latest Care Quality Commission [CQC] report on our integrated urgent care service in Devon and Somerset has recognised improvements across the board, as a result of which it has been removed from special measures.

In one area the service has been recategorized from 'inadequate' to 'good', while in other areas it has been upgraded from 'inadequate' to 'requires improvement', as has its overall rating.

It is difficult to convey the magnitude of what has been achieved over the last 18 months, given the unprecedented challenges faced by our organisation and the wider healthcare system amidst the COVID-19 pandemic. Certainly, it would not have been possible were it not for our staff, who have worked tirelessly in extremely difficult circumstances to continue to provide a high level of service to our patients.

While we are pleased with the outcome of the latest CQC inspection, we recognise that there is still work to be done and this is well under way.

We would encourage you to take a few minutes to read the report which can be found here: <https://www.cqc.org.uk/location/1-9775720664/reports>.

It only remains for us to thank you for your ongoing support towards Devon Doctors Group and the wider healthcare system in Devon and Somerset.

Yours faithfully

Dr Justin Geddes
Chief Executive Officer
Devon Doctors / Meddcare Somerset

Dr Bruce Hughes
Chairperson
Devon Doctors / Meddcare Somerset



Putting Patients First