



CQC PMS Inspections
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Your account number: 1-545567250
Our reference: INS1-2054383765

John Morris Munro Higgin
Dr Nelson & Partners
2 Irnham Road
Minehead
Somerset
TA24 5DL

1 September 2015

**Care Quality Commission
Health and Social Care Act 2008
Inspection report**

Location name: Dr Nelson & Partners
Location ID: 1-545567250

Dear Dr Higgin

Please find enclosed a copy of our final report following our recent inspection of Dr Nelson & Partners. Please make this report readily available for people who use the service.

We have reviewed your comments relating to any factual inaccuracies in the draft report and have made changes in the enclosed report and our response is detailed in the factual inaccuracy log for your review.

Your inspection report sets out the ratings for your service. Our ratings are based on a combination of what we find at inspection, what people tell us, our Intelligent Monitoring data as well information you and other local organisations have provided. We have developed characteristics to describe what outstanding, good, requires improvement and inadequate looks like for each of the five key questions and population groups.

Ratings have been awarded on a four-point scale; 'Outstanding', 'Good'; 'Requires Improvement', or 'Inadequate'.

The table below shows the ratings your location has been awarded:

	Safe	Effective	Caring	Responsive	Well-led	Overall population group
Older people	Good	Good	Good	Good	Good	Good
People with long term conditions	Good	Good	Good	Good	Good	Good
Families, children and young people	Good	Good	Good	Good	Good	Good
Working age people and the recently retired	Good	Good	Good	Good	Good	Good
People in vulnerable circumstances	Good	Good	Good	Outstanding	Good	Good
People experiencing poor mental health	Good	Good	Good	Good	Good	Good
Overall domain	Good	Good	Good	Good	Good	
Overall location	Good					

A request for a review of ratings can only be made on the grounds that we have not followed our published process. If you think that we have not followed this process you can request a review. To do so you must first tell us within 5 working days of the publication of your report(s) that you intend to request a review by submitting this online form: <http://webdataforms.cqc.org.uk/Checkbox/IntentionRequestReviewRating.aspx>

You will then be provided with instructions on how to submit your full request for review.

In this application you must say in what way we have not followed the published process, and which ratings you think have been affected. You can only request a review of ratings once after an inspection, so please ensure that you include all of the relevant ratings in your request. Please note that requests for reviews of ratings can lead to ratings being changed 'downwards' as well as 'upwards' or remaining the same.

We will publish the inspection report on our website shortly.

When we have published this report you can see the contents and download a PDF version by clicking on this link:

www.cqc.org.uk/directory/1-545567250

Once published, you can see this at any time by following these steps:

- Go to the CQC website www.cqc.org.uk.
- Click the appropriate tab for your type of service.
- Type in the name of your provider or location – if it appears automatically, click on it to jump to your profile page or click the 'search' button.
- Click on your location, your report will be on your profile page.

If you have any questions about this letter, you can contact our National Customer Service Centre using the details below. Please quote our reference number (INS1-2054383765) to avoid delays in processing your request.

Telephone: 03000 616161

Email: pmsinspections@cqc.org.uk

Write to: CQC PMS Inspections
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Yours sincerely

Claire Salway
CQC Inspector

Enclosed:

- Final report
- Factual inaccuracy response