

Our ref: 1702fouracre

NHS C&M – St Helens
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17 February 2023

Private and Confidential

Dear Dr Tchikhaeva

I wanted to write to you to express my personal thanks for all of the hard work and commitment that you and your staff have put in since the CQC inspection at Four Acre that led to your inadequate rating.

The team have kept me informed over the last year of all of the issues that you have had to contend with. I know you have faced a huge amount of work to improve the practice, from issues with the building, to redesigning many of your processes and governance, and you have faced significant staffing challenges also.

I can imagine the stress that all of this has put on you, and at times must have felt like an impossible uphill battle, but you persevered and from all the feedback that I have had, your dedication and commitment to the practice is having a significant impact.

I know that the team at the practice, with some support from the Place team in the CCG and then ICB, have worked incredibly hard to improve the practice and start its journey back to its achievement of a good rating.

The recent CQC report is testament to that work, achieving 3 goods and an overall rating of requires improvement - an incredible achievement in the time that you have had since the initial inspection. I appreciate that there is work still to do, but I can see that you are aware of what you need to do and have a plan to make that happen. I have no doubt that the CQC ratings will continue to improve as you are able to resolve the final issues.

I think that the work you have done is having a clear effect and the practice is starting to turn around, and I did not want that to go unrecognised by the ICB.

Once again, many thanks to you and to all the Team down at Four Acre Health Centre.

Your Sincerely



Mark Palethorpe
NHS Place Director/Executive Director People



Hilary Flett
Clinical Director