

# Kingswood Surgery

## Inspection report

Kingswood Avenue  
Park North  
Swindon  
Wiltshire  
SN3 2RJ  
Website: [www.kingswoodsurgery.co.uk](http://www.kingswoodsurgery.co.uk)

Date of inspection visit: 14/02/2019  
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

### Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Kingswood Surgery on 14 February 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

**We have rated this practice as good overall, and good for providing safe, effective, caring responsive and well led services.**

**We have rated the practice as good for providing effective and responsive care to older people, people with long term conditions, families, children and young people, working age people, those whose circumstances may make them vulnerable and those experiencing poor mental health.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.
- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

Whilst we found no breaches of regulations, the provider **should:**

- Consider ways to increase the practice recording of patients with diabetes, on the register, in whom the last IFCC-HbA1c was 64 mmol/mol or less in the preceding 12 months.
- Continue looking at ways to increase and monitor the uptake on cervical cancer screening and bowel screening.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser and a Practice Nurse specialist adviser.

## Background to Kingswood Surgery

Kingswood Surgery is located within the Swindon local authority and is one of 24 practices serving the NHS Swindon CCG area. It provides primary medical services to approximately 10,200 patients.

Information published by Public Health England rates the level of deprivation within the practice population group as third on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a large proportion of patients registered of working age; 61.7% are aged 18-64 and is comparable to the CCG and national averages of 62.5% and 62% respectively. The practice has slightly less patients over 65 at 15.2% when compared to the national average of 17.3%. Of the patients registered with the practice, 87.2% are White British, 2.6% are from mixed race ethnic groups, 7.8% are Asian and 2% of Black African origin with the remaining 0.4% being of other races.

The practice has three male GP Partners and a female GP Partner who are contracted to provide Personal Medical Services (PMS) and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or injury; maternity and midwifery services; family planning; surgical procedures, and diagnostic and screening procedures.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and travel immunisations and a number of enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, minor surgery, coil fitting, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The remainder of the practice team at Kingswood Surgery is made up of one male salaried GP and two female salaried GPs, one nurse prescriber, three practice nurses, one health care assistant, a practice manager, assisted by an office manager, a senior patient co-ordinator, eight patient co-ordinators, five administrative assistants and a secretary.

The practice has been actively involved in providing health care services since the 1950s where it started in a small wooden building on the main residential estate. Services moved to the current location in the 1960s and have been subject to many changes including, most recently, an extension and refurbishment of the property. There is a large car park on site with two disabled bays in front of the entrance doors.

The practice has two waiting areas accessible from the main reception, where there is a lowered counter for patients with physical disabilities. All the GP and nurse consultation rooms are on the ground floor with wide corridors and doorways for disabled access. There are eight GP consultation rooms and four nurse treatment rooms. In addition, there are two patient toilets, both offering disabled access, call bells and baby change facilities.

The practice is a training practice for trainee GPs and also provides teaching to medical students. A training practice is where qualified doctors in training to become GPs are offered supervision and support during their final year of training. There are currently two trainees at the practice.

The practice is open from 8am to 6.30pm on Monday, Tuesday and Friday; from 8am to 7.30pm on Wednesday and from 7.45am to 6.30pm on Thursday. It is also open between 8am and 11.30am on alternate Saturdays.

Pre-bookable appointments were also available to all patients at additional locations within the area, as the practice was a member of a GP federation. These appointments are available between 8am and 8pm.

The practice has opted out of providing out-of-hours (OOH) services to their own patients and directs patients to the out-of-hours provider by providing access details on their answerphone, on the website and on the outer door.