

Dr Cakebread and Partners

Inspection report

Robert Lucas Drive
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Shefford
Bedfordshire
SG17 5FS
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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?	Requires improvement 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Cakebread and partners on 14 August 2019 to confirm that the practice had carried out the necessary improvements in relation to their breaches of regulation.

The practice received an overall rating of requires improvement at our inspection on 23 January 2019 when warning notices were issued. A focused inspection was carried out on 17 April 2019 and the practice was found to be compliant with the warning notices.

The full comprehensive report from the January 2019 and April 2019 inspection can be found by selecting the 'all reports' link for Dr Cakebread and partners on our website at .

Our judgement of the quality of care at this service is based 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.

The practice is rated as good overall.

(previously rated as requires improvement in January 2019)

This means that:

- People who used the service were protected from avoidable harm and abuse, and legal requirements were met.
- There was effective management of medicines and prescribing.
- There was good oversight of pathology results and clinical practice. The practice had conducted clinical competency assessments that fed into individual appraisals.
- The nursing team had developed a training programme for GP registrars and student nurses who were completing placements at the practice.

- Patients had good outcomes because they received effective care and treatment that met their needs.
- We saw examples of the practice providing bespoke care to vulnerable patients. This included well-being telephone calls, family meetings and open appointments. We saw that this had positively impacted on the care and treatment of these patients.
- A nurse had been awarded the Queens Nurse title for consistent commitment to patient care.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- Patients' needs were met by the way in which services were organised and delivered.
- The practice delivered person-centred care and communicated effectively with community teams. They were flexible to the needs of the most vulnerable and complex patients.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.
- Staff were proud to work at the practice and were supported with their personal and professional development.

The areas where the provider **should** make improvements are:

- Embed systems to improve patient access.
- Continue to monitor clinical indicators to improve patient outcomes.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and practice nurse specialist advisor.

Background to Dr Cakebread and Partners

Dr Cakebread and Partners provides a range of primary medical services, including minor surgical procedures, from its location at The Shefford Health Centre, Robert Lucas Drive, Hitchin Road, Shefford, Bedfordshire, SG17 5FS. It is part of the NHS Bedfordshire Clinical Commissioning Group (CCG). The practice holds a General Medical Services contract (GMS), this is a nationally agreed contract with NHS England.

The practice serves a population of approximately 18,000 patients. The practice population is 96% white British.

The practice supports several local care homes including a specialist acute brain injury residential services and learning disability homes.

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

The clinical team consists of six GP partners (four male and two female) and five salaried GPs (all female). The practice also employs five female senior nurse practitioner / prescribers, four female practice nurses, three female healthcare assistants. All nurses also

conduct home visits to patients unable to attend the practice. The clinical team also includes a phlebotomist and a practice-based pharmacist. The team is supported by a practice manager and a team of non-clinical, administrative staff.

The practice operates from a two-storey purpose built property, with disabled access throughout. Patient consultations and treatments take place on the ground floor level. There is a large car park outside the surgery, with disabled parking available.

Dr Cakebread and Partners is open from 8am to 6.30pm on Monday to Friday. The practice is part of an extended access hub offering patients appointments on Saturday mornings and from 6.30pm to 8pm four evenings a week. When the practice is closed, out of hours services can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.