

# Falkland Surgery

## Inspection report

Monks Lane  
Newbury  
Berkshire  
RG14 7DF

Tel:  
[www.falklandsurgery.nhs.uk](http://www.falklandsurgery.nhs.uk)

Date of inspection visit: 2 August 2019

Date of publication: 13/09/2019

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.

# Overall summary

We carried out an announced comprehensive inspection of the practice on 31 October and 5 November 2018 as part of our inspection programme and the practice was rated as good overall.

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

The practice were rated as requires improvement for the population group people with long-term conditions because, at the time of the inspection, the practice was unaware that exception reporting (the removal of patients from monitoring due to either contra indication of treatment

or failure to attend for review) in 2017/18 had risen from the previous year.

This inspection, undertaken on 2 August 2019, was a focused inspection to review the areas of concern highlighted.

At this inspection we concluded that:

- The practice had established effective systems and processes to ensure recall systems for long-term conditions were actioned appropriately.
- Staff were appropriately trained to respond to emergencies and identify patients with urgent symptoms.
- Systems for cancer screening recalls had been improved to ensure patients were supported to access services as appropriate.

**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

People with long-term conditions

Good



## Our inspection team

This inspection was undertaken by a CQC lead inspector who visited the practice.

## Background to Falkland Surgery

Falkland Surgery is a purpose-built GP Surgery built in 2003 on the southern edge of Newbury town. The practice has core opening hours from 8am to 6:30pm Monday to Friday to enable patients to contact the practice. There is also evening phone consultation and face to face service for patients (6.30pm to 7pm). The practice opens on alternate Saturdays when it provides pre-bookable appointments between 8.30am to 11.30am. The practice also offers e-consultations via their web site.

There are around 13,800 patients registered with the practice. The practice population has a higher proportion of patients aged 40-65 compared to the national average. There is minimal deprivation according to national data. The prevalence of patients with a long term health problem is 60% compared to the national average of 54%.

Care and treatment is delivered by seven GP partners, two salaried GPs (there are three male GPs and six female GPs), a physiotherapist, 2 clinical pharmacists, five practice nurses and one health care assistant. The clinical team are supported by a practice manager, a deputy practice manager and a team of administration staff. The

practice is a training practice for GP Registrars. GP Registrars are qualified doctors who undertake additional training to gain experience and higher qualifications in general practice and family medicine.

The practice opted out of providing the out-of-hours service. Westcall provides out of hours cover and this service is accessed via the NHS 111 service. Advice on how to access the out-of-hours service is clearly displayed on the practice website and over the telephone when the surgery is closed.

The practice is registered with CQC to provide the following regulated activities:

- Treatment of disease, disorder and injury
- Maternity and midwifery services
- Diagnostic and screening procedures
- Family planning
- Surgical procedures

Services are provided from one location at:

Falkland Surgery, Monks Lane, Newbury, Berkshire, RG14 7DF.

Further information about the practice can be obtained from their website at [www.falklandsurgery.co.uk](http://www.falklandsurgery.co.uk).