

Central Surgery

Inspection report

Corporation Street
Rugby
Warwickshire
CV21 3SP

Tel: 01788 524366

Website: www.centralsurgeryrugby.co.uk

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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 Central Surgery on 14 March 2019 as part of our inspection programme. We previously inspected the practice on 15 July 2015 when we rated the practice as good in all areas with an overall rating of good.

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 all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. They had engaged with the clinical commissioning group and adopted local safeguarding procedures and staff were all trained and aware of how to deal with safeguarding issues.
- The practice monitored their performance in the Quality and Outcomes Framework (QOF) and addressed areas which required focus. 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 was well organised with structured working patterns to provide access for patients and meet their needs. However, patients' satisfaction with accessing the practice by telephone was below the local and national averages.

- The practice had doctors with clinical expertise in specific areas which was used effectively to deliver services, such as family planning, hormone replacement therapy and minor surgery.

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

- Review the system to ensure it captures all significant events and that the learning is shared with relevant staff.
- Review the training programme to establish a more streamlined approach to the practice's mandatory training.
- Ensure the updates on National Institute for Health and Care Excellence (NICE) guidance are included in clinical meetings.
- Review the system for identifying and supporting carers to ensure their needs are met.
- Introduce a system to formalise clinical oversight of prescribing nurses.
- Continue to monitor telephone access to ensure changes are effective.
- Monitor the system for recording prescriptions within the practice.

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

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

Our inspection team

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

Background to Central Surgery

Central Surgery is a large GP practice located in Corporation Street, in the centre of Rugby. The practice has a branch surgery at Bilton Green which was not inspected as part of this inspection. The practice provides primary medical services for approximately 20,500 patients under a General Medical Services contract with NHS England.

The practice provides services over two floors although patients with mobility difficulties have access to all services on the ground floor.

The practice has ten partners and three salaried GPs. Six of the GPs are male and seven are female. The practice has five nurse practitioners, five practice nurses and four health care assistants. The clinical team is supported by a practice manager, a reception manager and a team of reception staff, medical secretaries and administrative staff.

Central Surgery is a training practice providing support for up to two GP trainees. A GP trainee is a qualified doctor

who is undertaking additional training to become a GP. The practice is also a teaching practice and provides placements for medical students who have not yet qualified as doctors.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice population does not experience high levels of deprivation. Information published by Public Health England rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest level of deprivation and level ten the lowest.

The National General Practice Profile states that the practice population is made up of predominantly white British patients with approximately 10% from black, Asian and mixed ethnic minority groups. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.