

Beechcroft Surgery

Inspection report

23 Beechcroft
New Costessey
Norwich
Norfolk
NR5 0RS

Phone: 01603746683

Web: www.coastaldocctors.co.uk

Date of inspection visit: 30 Jul to 30 Jul 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 decided to undertake an inspection of this service on 30th July 2019 following our annual review of the information available to us. This inspection looked at the following key questions; are services safe, effective and well-led. During our annual regulatory review, we assessed that the ratings for caring and responsive services had stayed the same and are therefore rated as good. The practice was previously inspected in May 2016 and rated as good overall.

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.

We have rated this practice as good overall.

This means that:

- Patients had good outcomes because they received effective care and treatment that met their needs.
- People were protected from avoidable harm and abuse and legal requirements were met.
- The practice was fully engaged with reviewing and monitoring the clinical services they offered and used this information to make changes and drive care.

- Patients were supported, treated with dignity and respect and were involved as partners in their care. The comment cards we received were wholly positive about the service provided.
- Outcomes for patients in relation to childhood immunisations were above CCG and England averages.
- There were effective governance structures in place, including risk assessments, policy reviews and good oversight of the training of staff.
- The induction process was flexible to meet the needs of new staff. It included regular competency reviews, shadowing sessions and full mandatory training provision.
- The leadership, governance and culture of the practice promoted the delivery of high-quality person-centred care.
- The practice encouraged continuous improvement and innovation. For example, the practice had encouraged further learning and had encouraged nurses to complete prescribing training.
- Staff reported they were happy and proud to work in the practice.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP
Chief Inspector of General Practice

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.

Background to Beechcroft Surgery

- The name of the registered provider is Coastal Villages Practice (Ormesby Village Surgery).
- The address of the practice is Beechcroft Surgery, 23 Beechcroft, New Costessey, Norwich, NR5 0RS.
- There is a branch site at Old Palace Surgery, 148 Old Palace Road, Norwich, NR2 4JA. We visited this site as part of our inspection.
- There are approximately 6,948 patients registered at the practice.
- The practice is registered to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice has a Alternative Provider Medical Services (APMS) contract with the local Clinical Commissioning Group (CCG).
- The practice is run by the Coastal Villages Practice (Ormesby Village Surgery) and has five GP partners that oversee the running of the practice and who hold the registration for the practice, and two salaried GPs and a clinical pharmacist. There is a site lead supported by a team of reception and administration staff. The nursing team includes four practice nurses, a nurse practitioner, a lead nurse and two healthcare assistants.
- The practice website is www.coastaldoctors.co.uk
- The practice opening hours are:
 - Beechcroft:
 - Monday 8am to 1.30pm and 2pm to 7pm
 - Tuesday 8am to 1:30pm and 2pm to 7:30pm
 - Wednesday 8am to 1:30pm and 2pm to 7pm
 - Thursday 8am to 1:30pm and 2pm to 7pm
 - Friday 8am to 1:30pm and 2pm to 5:30pm
 - Old Palace:
 - Monday 8am to 1pm and 1:30pm to 5:30pm
 - Tuesday 7:30am to 1pm and 1:30pm to 5:30pm
 - Wednesday 8am to 1pm
 - Thursday 8am to 1pm
 - Friday 8am to 1pm and 1:30pm to 6:30pm
- When the practice is closed, Integrated Care 24 provides the out of hours service; patients are asked to call the NHS 111 service to access this service, or to dial 999 in the event of a life-threatening emergency.
- The practice demography differs slightly to the national average, with less 15-29 year olds and more 70-79 year olds. Male and female life expectancy in this area is in line with the England average at 82 years for men and 86 years for women. Income deprivation affecting children is 13%, which is below the England average of 20% and the CCG average of 21%. Income deprivation affecting older people is 15% which is below the England average of 20% and the CCG average of 19%.