

# Veor Surgery

## Inspection report

South Terrace  
Camborne  
TR14 8SN  
Tel: 01209611199  
[www.veorsurgery.co.uk](http://www.veorsurgery.co.uk)

Date of inspection visit: 09 December 2021  
Date of publication: 01/02/2022

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

Inspected but not rated



# Overall summary

We carried out an unannounced inspection at Veor Surgery on 9 December 2021. This inspection was focused on the management of access to appointments and therefore was not rated and ratings from the previous rated inspection remain.

Overall, the practice remains rated as Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Veor Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was focused on the management of access to appointments in response to the system pressures seen in the NHS and the difficulties in accessing GP services.

## How we carried out the inspection

The inspection was led by a CQC lead inspector and a second inspector who spoke with staff on site. The inspection included a site visit.

Interviews were carried out with the senior GP partner, the managing partner and the practice manager.

We found that:

- People were able to access appointments in a timely way
- The practice offered a range of appointment types
- There were systems in place to support people who face communication and transportation barriers to access treatment
- There were systems in place to monitor access to appointments and make improvements
- There was a focus on meeting patient population needs including innovative ways to ensure support was provided those most vulnerable.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector and a CQC inspector and included a site visit.

## Background to Veor Surgery

Veor Surgery is located in Camborne at:

Veor Surgery,  
South Terrace,  
Camborne,  
TR14 8SN.

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

Veor Surgery is situated within the Kernow Clinical Commissioning Group (CCG) and provides services to approximately 8,700 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has two GP partners and a managing partner. The practice employs salaried GPs a pharmacists, urgent care practitioners, practice nurses, a physician assistant, and health care assistants. The practice also employ a practice manager and a team of administrators. The practice was part of a primary care network (PCN) with three other practices.

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

The practice is open from 8am until 6.30pm every week day. Extended hours appointments are available from 6.30pm until 8pm every weekday except Friday. Extended hours appointments are also available every third Sunday.

When the practice is closed, patients are directed to dial NHS 111 to talk to an Out of Hours service delivered by another provider.