

# Crescent Bakery

## Inspection report

The Surgery  
Crescent Bakery, St Georges Place  
Cheltenham  
Gloucestershire  
GL50 3PN  
Tel: 01242226336  
[www.crescentbakerysurgery.nhs.uk](http://www.crescentbakerysurgery.nhs.uk)

Date of inspection visit: 12/02/2020  
Date of publication: 16/04/2020

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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

Following our annual regulatory review of the information available to us, we inspected this service on 12 February 2020. The service was last inspected in December 2016. It was rated as good for providing safe, effective, caring, responsive and well led services.

The current inspection looked at the following key questions; was the service providing effective and well led services for the registered patient population. We decided not to inspect whether the practice was providing safe, caring or responsive services as there was no information from the annual regulatory review which indicated this was necessary.

The ratings from our previous inspection for safe, caring and responsive services have been carried through to contribute to the overall rating for the practice

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 safe, responsive, caring and well-led services because:**

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- Governance systems were effective and regularly reviewed.
- The practice was engaged in local initiatives and worked alongside partners in the local healthcare system.

**We have rated this practice as requires improvement for effective services because:**

- Quality and Outcomes Framework exception reporting in some areas, including long-term conditions and mental health, was above local and national averages.

The practice did not evidence any initiatives to engage with their population to see why patients were not attending. There were no plans to try to improve the attendance rates.

- The percentage of women taking up the offer of a cervical screening test was 70.3% against a target of 80%.

**We have rated this practice as good overall and good for all population groups except:**

- The population groups people with long-term conditions and people experiencing poor mental health (including people with dementia). We rated these as requires improvement because the practice's high QOF exception reporting meant the practice could not be assured that people with long-term and mental health conditions were receiving timely reviews to check their health and medicines needs were being met.
- We rated the population group working age people (including those recently retired and students) as requires improvement because of the low take up of cervical screening by women in the practice population.

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

- Continue to monitor Quality and Outcomes Framework (QOF) exception reporting and continue to implement appropriate measures to reduce this in line with local and national data.
- Continue to monitor and seek to improve the take up of child immunisations.
- Implement actions to improve uptake for the cervical screening programme to meet the national target of 80%.

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

## Our inspection team

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

## Background to Crescent Bakery

Crescent Bakery is located at:

The Surgery Crescent Bakery,

St Georges Place

Cheltenham

Gloucestershire

GL50 3PN

The practice is in the central area of Cheltenham which has a population of about 115,000.

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.

Crescent Bakery is within the NHS Gloucestershire Clinical Commissioning Group and provides services to

approximately 5,200 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

Crescent Bakery is part of a group of three practices. There are five GP partners, four male and one female. However, one male partner works specifically at Crescent Bakery. There are three salaried female GPs. There are three nurses, three healthcare assistants and a clinical pharmacist. The clinical team is supported by a practice manager, and an administration and a reception team.

The practice population ethnic profile is predominantly White British. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten where level one represents the highest levels of deprivation. The average male life expectancy for the practice area is 80 years which is higher than the national average of 79 years; female life expectancy is 83 years which is the same as national average.