

Southmead Surgery

Inspection report

Blackpond Lane
Farnham Common
Slough
Buckinghamshire
SL2 3ER

Tel: 01753 643195

Website: www.southmeadsurgery.co.uk

Date of inspection visit: 14 Jan 2020

Date of publication: 12/02/2020

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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Southmead Surgery, a GP practice in Farnham Common, South Buckinghamshire on 14 January 2020 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Are services effective?
- Are services well-led?

Following assurance received from our review of information we carried forward the ratings for the following key questions from the previous inspection in March 2017:

- Are services safe?
- Are services caring?
- Are services responsive?

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
- Information from the provider, patients, the public and other organisations.

We have rated this practice as good overall. We rated the practice as **good** for providing effective and well-led services and for the following population groups: older people; people with long term conditions, families children and young people; working age people (including those recently retired and students), people whose circumstances may make them vulnerable and people experiencing poor mental health (including dementia).

We found that:

- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.

- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.
- The practice worked together and with other organisations to deliver effective care and treatment.
- There was compassionate, inclusive and effective leadership at all levels. This included working with and supporting the practice Patient Participation group (PPG).
- The practice had a clear vision and set of values that prioritised quality and sustainability.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There were clear and effective processes for managing risks, issues and performance.

We saw an area of outstanding practice:

- The practice provided an outstanding service to patients with caring responsibilities. This service was recognised by Carers Bucks (an independent charity to support unpaid, family carers in Buckinghamshire) and the practice was awarded an Investors in Carers GP Standard award. This was in recognition of the extra support they offer to unpaid carers who were registered at the practice. The practice had also engaged with the local boy's prep school who accessed GP services from the practice and a local older person's charity to create a buddy and pen pal initiative between the school and older people (including those with caring responsibilities) within the practice. This initiative was created to reduce loneliness, social isolation and also to increase engagement and community within the village.

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

- Continue to improve uptake for cervical screening to ensure the practice's meets the national target of 80%.

Details of our findings and the evidence supporting the change in rating 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 Care Quality Commission lead inspector, who was supported by a GP specialist advisor.

Background to Southmead Surgery

Southmead Surgery is a GP practice located in Farnham Common, South Buckinghamshire. The practice has approximately 6,600 patients and is one of the practices within Buckinghamshire Clinical Commissioning Group (CCG).

Clinical services are provided from:

- Southmead Surgery, Blackpond Lane, Farnham Common, Slough, Buckinghamshire SL2 3ER

The practice website is:

- www.southmeadsurgery.co.uk

There are two GP partners, three GPs, a practice paramedic and two clinical pharmacists at the practice. The nursing team consists of a lead nurse manager, a practice nurse and a health care assistant with a mix of skills and experience.

The practice manager and a team of reception and administrative staff undertake the day to day management and running of the practice.

According to national data there are high levels of affluence and minimal deprivation in Buckinghamshire, including the Farnham Common area. The age profile of the practice population is mixed, however there are significantly more patients aged 65 and over when compared to the national average.

The practice also provides GP services to a local prep school for boys (approximately 100 patients aged between seven and thirteen) and a proportion of patients in a local assisted living facility (approximately 45 registered patients) and a local nursing home (approximately 14 registered patients).

The practice has core opening hours from 8.30am to 6.30pm Monday to Friday to enable patients to contact the practice. Extended hours appointments were available with either a GP or Health Care Assistant on Monday mornings from 7.10am and with either a GP or Paramedic on Thursday evenings until 8pm. Patients at the practice could access improved access appointments at any of the eight practices across South Buckinghamshire. These improved access appointments were booked via the patient's registered practice and offered a variety of appointments including up until 8pm Monday to Friday, selected hours on Saturdays and 9am until 1pm on Sunday and Bank Holidays.

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities: Diagnostic and screening procedures, Family planning, Maternity and midwifery services, Treatment of disease, disorder or injury and Surgical procedures.