

Burdwood Surgery

Inspection report

Wheeler's Green Way
Thatcham
Berkshire
RG19 4YF
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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 focused inspection at Burdwood Surgery on 5 November 2019 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 at this location effective?
- Are services at this location well-led?

Because of the assurance received from our review of information we carried forward the ratings from the June 2015 inspection for the following key questions:

- Are services at this location safe?
- Are services at this location caring?
- Are services at this location 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 and
- 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; people whose circumstances may make them vulnerable and people experiencing poor mental health (including dementia).

We found that:

- Patients received effective care and treatment that met their needs.
- The practice met the national target for childhood immunisations uptake.
- The practice met the national target for cervical screening uptake.
- There was a clear leadership structure and staff felt supported by management. There was a strong culture of ensuring the wellbeing of staff in order to deliver high quality care.
- There was a strong focus on continuous learning and improvement.

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

- Continue to monitor and improve uptake of long-term condition reviews.

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 Care Quality Commission (CQC) lead inspector and included a GP specialist advisor.

Background to Burdwood Surgery

Burdwood Surgery is located in the town of Thatcham, Berkshire. Approximately 10,500 patients are registered with the practice. The premises were purpose built in 1987 with additional consultation rooms added in 2003, 2009 and 2017.

Patients are registered from the town and local area. The practice population has a young population with minimal economic deprivation, low numbers of elderly (under 10% are over 65 compared to the national average of 17%) and no patients in care homes for the elderly. The practice works with a local drug and alcohol service under a shared care protocol and some clinics for these patients are run onsite.

It is open from 8am to 6.30pm. Extended hours appointments are available on Monday evenings, Friday evenings, Saturday mornings twice a month and every Sunday morning.

Care and treatment is delivered by eight GPs, with four male and four female GPs, a practice nurse and two health care assistants. There is a management team, administration team and reception staff.

The practice is a member of Berkshire West Clinical Commissioning Group. The practice had a Primary Medical Services (PMS) contract. PMS contracts are directly negotiated locally between NHS England and the practice. This practice is a training practice.

We visited Burdwood Surgery, Wheelers Green Way, Thatcham, RG19 4YF as part of this inspection.

The practice has opted out of providing out-of-hours services to its own patients. There are arrangements in place for patients to access care from an out-of-hours provider and NHS 111.

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities:

maternity and midwifery services, family planning, treatment of disease, disorder or injury, surgical procedures and diagnostic and screening procedures.