

# Grove Surgery

## Inspection report

Grove Lane  
Thetford  
IP24 2HY  
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www.grovesurgerythetford.co.uk

Date of inspection visit: 25 February 2022  
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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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced comprehensive inspection at Grove Medical on 25 February 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection in October 2017, the practice was rated good overall and requires improvement for providing caring services.

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

## Why we carried out this inspection

This inspection was a comprehensive inspection. We undertook this inspection at the same time as CQC inspected a range of urgent and emergency care services in Norfolk and Waveney. To understand the experience of GP Providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found examples of outstanding practice:

- The practice offered pagers to patients who were hard of hearing which vibrated to alert them to attend their appointment.
- Eight members of staff had enrolled on and were in the process of completing a sign language course. On the trained staff members' lanyards, their names were displayed in sign language so patients were made aware that sign language could be used.

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

- Consider ways to encourage interactions with the Patient Participation Group.
- Manage the backlog of summarising of patient records.
- Assess the risk relating to the lack of availability of paediatric defibrillator pads.

**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 inspector who spoke with staff using video conferencing facilities and undertook a site visit alongside a CQC inspection manager. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Grove Surgery

Grove Surgery is located in Thetford at:

Grove Lane

Thetford

Norfolk

IP24 2HY

The practice also uses additional rooms at Healthy Living Centre in Thetford. Phlebotomy appointments are offered from this location and these are available from Mondays to Fridays in the mornings only.

The provider is registered with the CQC to deliver the Regulated Activities:

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

The practice is situated within the Norfolk and Waveney Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 13,400. This is part of a contract held with NHS England.

The practice is part of a wider network of three GP practices which form the Breckland Alliance PCN.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five of ten). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 95% White, 1% Asian, 1% Black, 2% Mixed and 1% Other.

There is a team of five GP partners who work at the practice. The practice has a team of two nurses who provide nurse led clinics. The GPs are supported at the practice by a team of reception/administration staff. The practice manager, assistant practice manager and patient services manager are based at the practice to provide managerial oversight. In addition to these staff members, there is also a clinical pharmacist, a pharmacy technician, a paramedic, two Physician's associates, a care co-ordinator and five Healthcare assistants. There is also a mental health practitioner and a physiotherapist who both work part time at the practice.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were initially telephone consultations. If the GP needs to see a patient face-to-face, then the patient is offered an appointment at the GP surgery.

Extended access is provided at the practice where late evening and weekend appointments are available; this has been temporarily stopped to enable the provision of COVID-19 vaccines. Out of hours services are provided by Integrated Care 24.