

Oliver Street Surgery





Inspection report

57 Oliver Street
Amphill
Bedford
MK45 2SB
Tel: 01525631395
oliverstreetsurgery.co.uk

Date of inspection visit: 24 May 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 well-led?		Good	

Overall summary

We carried out an announced inspection Oliver Street Surgery on 24 May 2022. Overall, the practice is rated as good.

The ratings for each key question are:

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 12 April 2016, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Oliver Street Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- Key questions inspected
- Ratings carried forward from previous inspection

How we carried out the inspection/review

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:

- 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

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice building was owned and maintained by NHS Property Services who were responsible for risk assessments and completing identified actions. The practice had oversight of the risk assessments.
- Actions had been completed in response to the infection prevention and control (IPC). audit. An action plan was in place to carry out other work such as replacement flooring and coat hooks for patients clothing.
- Patients received effective care and treatment that met their needs.
- 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. Additional appointments were offered on a Saturday as required, to clear backlogs for cervical screening and childhood immunisations.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. The practice had developed a multi-disciplined partnership to lead the practice.
- The practice identified learning from significant events both positive and negative.
- The practice kept a record of staff vaccinations for clinical staff. For non-clinical staff they recorded their flu and COVID-19 vaccinations. However, the practice did not hold records of other recommended vaccinations such as varicella, tetanus, diphtheria, polio and measles, mumps and rubella (MMR) for non-clinical staff.
- The practice had an informal approach to the overview of non-medical prescribers. The GPs were available for the non-medical prescribers to discuss any concerns. Immediately following the inspection, the practice put a formal process in place to audit the prescribing practice of the non-medical prescribers.

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

- Continue completing identified actions as a result of the IPC audit.
- Obtain documentary evidence that staff have received appropriate vaccinations in line with current UK Health and Security Agency (UKHSA) guidance if relevant to role.
- Embed the process in place to audit the prescribing of the non-medical prescribers.

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 who spoke with staff using video conferencing facilities and undertook a site visit. 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 Oliver Street Surgery

Oliver Street Surgery is located in Ampthill at:

57 Oliver Street

Ampthill

Bedfordshire

MK45 2SB

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

The practice is situated within the Bedfordshire, Luton and Milton Keynes (BLMK) Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 8200. This is part of a contract held with NHS England. From July 2022 the CCG is known as the Bedfordshire, Luton and Milton Keynes Integrated Care Board (ICB).

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 of 10). 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, 2% Asian, 2% Mixed, and 1% Black.

The age distribution of the practice population has a higher than average number aged 0 to 4 years and 30 to 59 years. The remaining age groups closely mirrors the local and national averages.

The practice is led by a GP partner, a practice manager partner and an advanced nurse practitioner partner. In addition, the clinical team consists of two salaried GPs, four nurse practitioner prescribers, three practice nurses, two health care assistants, a clinical pharmacist and a pharmacy technician. The clinical team are supported at the practice by a team of reception and administration staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Appointments are available in the evenings and weekends with the extended access service provided by Bedford On Call (BEDDOC). The extended access service was open from 6.30pm to 8pm Monday to Friday, 8.30am to 2.30pm on Saturdays and 8.30am to 11.30am on Sundays and bank holidays.

When the practice is closed, out of hours services can be accessed via the NHS 111 service.