

# The Border Practice

## Inspection report

The Border Practice  
Blackwater Way  
Aldershot  
Hampshire  
GU12 4DN  
Tel: 01252 344434  
[www.borderpractice.co.uk](http://www.borderpractice.co.uk)

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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

**This practice is rated as Good overall.** (Previous inspection 1 October 2014 rating – Good)

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at The Border Practice on 17 December 2018 as part of our inspection programme.

At this inspection we found:

- The practice had clear systems to manage risks to patients and staff. When incidents occurred, the practice learned from them and improved their processes.
- The practice monitored the effectiveness and appropriateness of the care it provided to ensure

treatment was always appropriate. National data indicators showed there was consistently high performance in managing common long-term conditions.

- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they could access care when they needed it.
- There was a focus on learning and improvement.
- The practice continuously reviewed the needs of its patient population and adapted processes to improve services for its population.

The provider should:

- Continue to identify means to improve child immunisation uptake.

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team included a lead inspector, a GP specialist adviser and a practice nurse who was observing the inspection.

## Background to The Border Practice

The Border Practice: Blackwater Way, Aldershot, Hampshire, GU12 4DN

- The Border Practice is based in a purpose built premises on the outskirts of Aldershot. It has approximately 9,300 patients and the patient list is steadily growing. The patient ethnicity profile is similar to national average. The town is home to a high number of military service personnel and although the practice does not register many of these patients, the practice was aware of the potential needs of service and ex-service personnel. There is a higher proportion of patients with long term conditions compared to the national average (66% compared to 54% average in England).
- There are six GPs working at the practice including male and females. There are three nursing staff at the practice. The clinical team is supported by a practice/business manager and administration staff.
- The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are available a minimum of two Saturday morning and two late evening surgeries per month.
- The practice does not offer out of hours treatment for their patients instead referring patients to the NHS 111 service.
- The practice is registered to provide the following regulated activities: Diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease disorder and injury.