

Swingbridge Surgery

Inspection report

Swingbridge Road
Grantham
Lincolnshire
NG31 7XT
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www.swingbridgesurgery.co.uk

Date of inspection visit: 8 November 2018
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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 comprehensive inspection at Swingbridge Surgery on 8 November 2018 as part of our inspection programme.

Our judgement of the quality of care at this service is based 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.

I have rated this practice as good overall.

This means that:

- People were protected from avoidable harm and abuse and that legal requirements were met.
- Patients had good outcomes because they received effective care and treatment that met their needs.

- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- People's needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

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

- Review the provision of privacy curtains in consultation and treatment rooms.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

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

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 CQC inspector and included a GP specialist advisor and a practice nurse specialist advisor.

Background to Swingbridge Surgery

Swingbridge Surgery is located at Swingbridge Road, Grantham and consists of a single site. The surgery is part of a group practice known as the Welby Practice.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, family planning and treatment of disease, disorder or injury. It is not a dispensing practice.

Swingbridge Surgery is situated within the South West Lincolnshire Clinical Commissioning Group (CCG) and provides services to 6,183 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The PMS contract is being replaced with a General Medical Services contract.

The provider is a partnership of a GP and a managing partner. Swingbridge Surgery was added to the provider registration with CQC in October 2017. The practice employs four salaried GPs, a nurse practitioner, two practice nurses, a phlebotomist, a health care assistant and engage the services of a clinical pharmacist for 15 hours a week. They were supported by a team of receptionists, administration staff and management.

The practice is part of the K2 GP federation.

There are higher than average number of patients under the age of 65 than both CCG and national averages and fewer patients aged over 65 than both the CCG and national average. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years, the same as the national average. Female life expectancy is 83 years, the same as the national average.

Swingbridge Surgery is open between 8.00am and 6.30pm Monday to Friday. Extended hours appointments are also available to all patients at St Peters Hill Surgery, Grantham from 6.30pm to 8pm Monday to Friday and 9am to 12 noon on Saturday, Sunday and public holidays.

Out-of-hours GP services are provided by Lincolnshire Community Health Services Trust and is accessed by calling the NHS 111 service.