

# Radbrook Green Surgery

## Inspection report

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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 

# Overall summary

This inspection was a desk-based review carried out on 26 February 2019.

We previously carried out an announced comprehensive inspection at Radbrook Green Surgery on 20 November 2018. Overall the practice was rated as good with requires improvement for providing safe services. No breaches in regulations were identified, however we made some good practice recommendations. The full comprehensive report on the November 2018 inspection can be found by selecting the 'all reports' link for Radbrook Green on our website at .

We carried out this desk-based review on 26 February 2019 to confirm that the practice had obtained the required staff checks and actioned the recommendations made. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

**Overall the practice remains rated as good and Safe is now rated good.**

We found that:

- The provider had reviewed and strengthened their recruitment procedures. All but one of the outstanding recruitment checks had been obtained for the staff we

previously reviewed. The provider was in the process of obtaining all of the required checks for a new member of staff, who was due to commence working at the practice shortly.

- Significant improvements had been made in relation to staff training. The provider had developed an action plan and were reviewing staff completion rates on a monthly basis. Training records showed the majority of staff had since completed essential training, to include safeguarding.
- The practice had reviewed and improved telephone access to the practice. No verbal or written complaints had been received from patients since improvements to the telephone system had been implemented on 24 January 2018. A telephone survey had been developed and distributed to capture patient feedback, however no responses had been received to date. The practice planned to run a telephone survey for two weeks every quarter to gain patient feedback.

**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

<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>Outstanding</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Radbrook Green Surgery

Radbrook Green Surgery is a purpose built primary care medical centre located on the edge of Shrewsbury town in Shropshire. The practice is registered with the Care Quality Commission (CQC) as a partnership provider and holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice is part of the NHS Shropshire Clinical Commissioning Group (CCG) and is a teaching and training practice for GP Registrars and medical students to gain experience in general practice and family medicine.

The practice treats patients of all ages and provides a range of medical services and delivers regulated activities from this practice only. At the time of the desk-based review the practice had 9,683 registered patients. The practice area is one of low deprivation when compared with the local and national averages. The practice has 52% of patients with a long-standing health condition compared to the local average of 56% and the national average of 54%. Twenty-seven percent of patients are aged over 65 compared to the local average of 25% and the national average of 17%. Unemployment levels are the same as the local average at 2% and lower than the national average of 5%. The practice population is predominantly white British (97%).

The practice staffing comprises:

- Five GP partners (four whole time equivalent WTE)
- Three salaried GPs (1.87 WTE)
- One advanced nurse practitioner and two practice nurses (1.87 WTE)
- Three health care assistants (1.92 WTE)
- One practice manager
- One part-time clinical pharmacist, funded by NHS England
- A team of 19 administrative and reception staff in addition to medical students

The practice opening hours are between 8.15am and 8pm on a Monday and from 8.15am and 6pm Tuesday to Friday. The practice is open once a month on a Saturday between 9am and 11am. Extended hours appointments are provided Monday evenings from 6pm to 8pm. The practice has recently become a member of a network of practices in Shropshire working together to offer patients extended access pre-bookable appointments in the evening, at the weekend and during bank holidays allowing patients to have more choice of where and when they wanted to be seen.

The provider is registered to provide the following regulated activities:

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

Additional information about the practice is available on their website: [www.radbrookgreen.co.uk](http://www.radbrookgreen.co.uk)