

Aspen Medical Practice

Inspection report

Horton Road
Gloucester
Gloucestershire
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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 Aspen Medical Practice on 14 February 2020 as part of our inspection programme.

We carried out an inspection of this service as a follow up to our last inspection in March 2019, to follow up on concerns and breaches of regulation identified at that time and to ensure that improvements had been made and patients were receiving safe care and treatment.

When we last inspected Aspen Medical Practice in March 2019 it had been rated as **Requires Improvement** overall; **Requires Improvement** for providing safe and responsive services; **Good** for providing effective, caring and well led services and **Requires Improvement** for all the population groups.

This inspection focused on the following key questions:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services well led?

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 Aspen Medical Practice as **Good** overall; **Good** for providing safe, effective, caring, responsive and well led services and **Good** for all the population groups because:

- At this inspection, we found all the areas of concern from the last inspection had been addressed and improved.
- We found that the practice had successfully coped with a 20,000 patient increase in their list size due to the recent mergers of three local practices

- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.
- Staff worked together and with other organisations to deliver effective care and treatment.
- There was compassionate, inclusive and effective leadership at all levels. This included working with and supporting the practice Patient Participation group (PPG).
- The practice had a clear vision and set of values that prioritised quality and sustainability.
- The practice had a culture that drove high quality sustainable care.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There were clear and effective processes for managing risks, issues and performance.
- We provided the practice with Care Quality Commission feedback cards prior to the inspection and we received 26 completed cards. Patients were extremely positive about the practice staff, their experiences, and the care and treatment they received.

Although we did not find any breaches of regulation at this inspection, we did see some areas where the provider **should** make improvements. These are:

- Continue monitoring the uptake of cervical screening in line with national guidance.
- Continue monitoring exception reporting to support patients with long term conditions.

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

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 lead inspector and included a GP specialist advisor and a Practice Nurse specialist advisor.

Background to Aspen Medical Practice

Aspen Medical Practice, The Aspen Centre, Horton Road, Gloucester, Gloucestershire, GL1 3PX is in the city of Gloucester and is one of 75 practices serving the NHS Gloucestershire Clinical Commissioning Group (CCG) area.

Aspen Medical Practice is in purpose-built premises and is fitted with automatic doors and a lift. The reception desk is located on the ground floor and the waiting areas, consulting and treatment rooms are on the first floor. The non-clinical support and management offices are situated on the second floor.

There are two branch surgeries known as Saintbridge Surgery and Tuffley Surgery both of which are located within proximity of each other.

Aspen Medical Practice provides general medical services to approximately 29,500 patients and Due to its patient population size, it has become a Primary Care Network (PCN) in its own right. PCNs are a key part of the NHS Long Term Plan, with general practices being a part of a network, typically covering 30,000-50,000 patients. These networks then provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve.

The practice has a comparable proportion of registered patients (60%) who are of working age when compared to

the CCG and national averages of 58.8% and 62% respectively. It has a lower percentage (19.2%) of elderly patients over 65 years of age when compared to the local average (21.6%) but a higher percentage when compared to the national average (17.3%).

We visited The Aspen Centre as part of this inspection but did not visit Saintbridge Surgery or Tuffley Surgery as all the management and clinical information was kept at The Aspen Centre.

Information published by Public Health England rates the level of deprivation within the practice population group as sixth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice partners are contracted to provide General Medical Services (GMS) and are registered with the CQC for the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The clinical team comprises a mix of twelve GP partners and thirteen salaried GPs, one physician's associate, five advanced nurse practitioners, one paramedic practitioner, twenty-five practice nurses/health care assistants and four clinical pharmacists.

A Chief Executive Officer, assisted by an administration manager, finance manager, operations manager and a risk and compliance manager oversee the management of Aspen Medical Centre, and they are supported by seventy-one additional admin and reception staff, spread across the three locations.

Out of hour's services are not provided as these are provided by 111 whose contact details are available in the practice and on the website.

The provider is registered to provide regulated activities from the following locations:

- The Aspen Centre, Horton Road, Gloucester, GL1 3PX
- Saintbridge Surgery, Askwith Road, Gloucester, GL4 4SH and
- Tuffley Surgery, 38 Warwick Avenue, Gloucester, GL4 0SL