

Cheddar Medical Centre

Inspection report

Roynon Way
Cheddar
Somerset
BS27 3NZ
Tel: 01934 742061
www.chedmed.nhs.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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at Cheddar Medical Practice on 4 October 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at whether the practice provided effective and well led services.

The practice was previously inspected in June 2015 and in the report published in July 2015 we reported the practice to be good overall and good in providing safe, effective, caring, responsive and well-led services. We found no areas for concern.

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** for providing effective and well led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm
- People had good outcomes because they received effective care and treatment that met their needs.
- Information about people's care and treatment was routinely collected, monitored and acted upon.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Clinical and internal audit processes functioned well and had a positive impact in relation to quality governance.

We rated all population groups as **good**.

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	

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Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to Cheddar Medical Centre

Cheddar Medical Practice, Roynon Way, Cheddar, Somerset, BS27 3NZ is located within the Somerset local authority and is one of 66 practices serving the NHS Somerset Clinical Commissioning Group (CCG) area. It provides general medical services to approximately 8,000 patients.

The practice is situated in a purpose-built two storey building which it shares with community-based health care staff. The consulting and treatment rooms for the practice are situated on the ground floor. There is limited patient parking immediately outside of the practice with spaces reserved for those with disabilities.

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

The practice has a slightly lower proportion of patients registered who are of working age, 54.5%, when compared to the CCG and national averages of 56.7% and 62% respectively. It has a higher percentage of elderly patients, 26.7%, than local and national averages which are 23.9% and 17.3% respectively.

The practice is led by three female GP Partners who are contracted to provide General Medical Services (GMS) and who 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 GP Partners are supported by four female salaried GPs, one male salaried GP, three practice nurses and two health care assistants. The Practice Manager is supported by a Deputy Practice Manager, Reception Supervisor and a team of 10 reception/administration staff.

A range of services is provided including maternity care, childhood immunisations, chronic disease management and travel immunisations and several enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The practice is open on Monday, Wednesday, Thursday and Friday from 8:30am to 6pm for on the day urgent and pre-booked routine GP and nurse appointments. It is also open from 8:30am until 8pm on Tuesday to give working-age patients the opportunity to attend the practice, without impacting upon their work commitments. A duty doctor is available for emergencies only, from 8am to 8:30am and from 6pm to 6:30pm.

The practice is a training practice for doctors who were training to be qualified as GPs. Patients seen by these GPs are given longer appointments and the trainee has access to a senior GP throughout the day for support.

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

The Provider has only one location and so we inspected the location at:

Roynon Way

Cheddar

Somerset

BS27 3NZ