

Morland House Surgery

Inspection report

London Road
Wheatley
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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 inspection of Morland House Surgery on 10 March 2020 as part of our inspection programme. The last comprehensive inspection of Morland House Surgery took place in February 2015 when the practice was rated good overall.

The practice's annual regulatory review did not indicate that the quality of care had changed in relation to safe, caring and responsive provision of services. As a result, the ratings from the practice's previous inspection from 2015 still stand in those key questions. Therefore, this inspection was undertaken as part of our five yearly inspection programme and focused on whether the practice continued to provide effective and well-led care.

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 continued to rate this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. This was confirmed by patients we spoke with.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way and patient feedback about the practice was positive.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

The inspection team comprised a CQC inspector and a CQC GP specialist advisor.

Background to Morland House Surgery

Morland House Surgery is located in a semi-rural area within Oxfordshire Clinical Commissioning Group (CCG).

All services are provided from the one registered location at:

Morland House Surgery, London Road, Wheatley, Oxford, Oxfordshire, OX33 1YJ

The practice website is: www.morland-house.co.uk

There are 11 GPs at the practice of which two are partners. The 11 GPs make up the equivalent of six whole time GPs and serve a registered population of approximately 11,000 registered patients. Within the registered population there are a number of patients living in a local care home and others living at a permanent site for the traveller community.

The nursing team comprises four part time practice nurses, two healthcare assistants and a phlebotomist.

The practice manager is supported by a team of administration and reception staff who undertake the day to day management and running of the practice.

A dispensary service is available at the practice for patients who live more than a mile from a pharmacy.

According to national data there is minimal deprivation within the Wheatley area.

The practice is open from 8am to 6.30pm every weekday and on a Saturday morning from 8am to 10.30am (doors close at 10am). Patients at the practice could access improved access appointments at primary care access hubs in Oxford. These improved access appointments were booked via the patient's registered practice and offered a variety of appointments including up until 8pm Monday to Friday, selected hours on Saturdays and 8am until 11am on Sunday and Bank Holidays.

Out of hours care is accessed by contacting NHS 111.

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities: Maternity and midwifery services, Family planning, Treatment of disease, disorder or injury, Surgical procedures and Diagnostic and screening procedures.