

# Glastonbury Surgery

## Inspection report

The Glastonbury Surgery  
Feversham Lane  
Glastonbury  
Somerset  
BA6 9LP  
Tel: 01458833666  
[www.glastonburysurgery.co.uk](http://www.glastonburysurgery.co.uk)

Date of inspection visit: 6 November 2019  
Date of publication: 20/12/2019

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

**This practice is rated as Good overall.** (Previous inspection 11 May 2016 – Good)

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:  
Effective and Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive.

As part of our inspection process, we also look at the quality of care for specific population groups. The population groups are rated as:

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

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.

At this inspection, we found:

- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Patients were positive about the quality of service they had experienced.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

The areas where the practice should make improvements are:

- Continue to implement ways to improve uptake for reviews of long-term conditions, childhood immunisation and for cancer screening programme.
- Formalise and embed systems and processes so that these are followed consistently. This is in relation to the monitoring of vaccine fridges and patients on high risk medicines.

**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

<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>Good</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 and included a GP specialist advisor.

## Background to Glastonbury Surgery

Glastonbury Surgery is located in a residential area of Glastonbury. They have approximately 13,900 patients registered from around an eight to ten mile radius from the surgery and includes supporting patients from a large public school located in the area.

The practice operates from:

Glastonbury Surgery

Feversham Lane

Glastonbury

Somerset

BA6 9LP

Glastonbury Surgery is situated in a purpose-built building. The practice shares the building with an independent pharmacy. There are consulting rooms, treatment rooms, reception and waiting rooms on the ground floor. On the first floor there are offices, staff kitchen and areas for storage. There is patient parking to the front of the building.

The practice is provided by a partnership of eight GP partners and one salaried GP (five male and four female.)

The practice's core team of employed staff including three nurse practitioners, four practice nurses and three health care assistants. The practice had a practice manager and deputy practice manager who are supported by a team of senior reception staff, reception staff, administrators, secretaries and two housekeepers.

Glastonbury Surgery is open from 8am until 6pm, Monday to Friday. The practice is closed between 1pm and 2pm Thursdays, but patients can still contact the practice by telephone. When the practice is closed between 6pm and 6.30pm, staff are available to answer the phone.

The practice has a personal medical services contract with NHS England (a locally agreed contract negotiated between NHS England and the practice).

The practice is a training practice for GP trainees and medical students.

The practice does not provide out of hour's services to its patients, this is provided by Somerset Primary Care Trust. Contact information for this service is available in the practice and on the practice website.