

Princes Gardens 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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at Princes Gardens Surgery on 11 September 2019 as part of our inspection programme. We last inspected Princes Gardens Surgery on 22 October 2014 when the practice was rated good overall.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the Effective and Well led key questions. We did not check whether this practice was providing safe, caring and responsive services at this inspection because our monitoring of the practice indicated no significant change since the last inspection.

The rating of Good for the key questions of Safe, Caring and Responsive, has been carried forward from the last inspection.

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 overall and good for all population groups.

During this inspection we found that:

- Learning and development was promoted and provided for all staff.
- All staff at the practice were active in ensuring sustainable high quality care was provided to all patients.
- The practice was aware of areas of patient care requiring attention and had plans in place to manage these. For example, childhood immunisations and cervical screening uptake rates.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was a clear vision and strategy focused on providing high-quality care.
- Patient feedback was positive about the practice

Whilst we found no breaches of regulations, the provider should:

- Continue to review and improve childhood immunisation and cervical screening uptake rates.

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 inspector and included a GP Specialist Advisor and a second CQC inspector.

Background to Princes Gardens Surgery

Princes Gardens Surgery is a purpose-built GP practice, located close to Aldershot town centre. It provides GP services to approximately 9,272 patients and is part of North East Hampshire and Farnham clinical commissioning group (CCG). The practice is also part of a federation of North East Hampshire CCG practices and in July 2019, became part of the Aldershot primary care network with three other practices in Aldershot.

The practice has a large and diverse workforce, including four GP partners (one male, three female) and four salaried GPs (one male, three female). Between them, they provide a whole time equivalent (WTE) of 4.95 full time GPs. They are also a training practice and have one GP trainee and a medical student currently working in the practice.

Other health care professionals include a nursing team (three practice nurses, a health care assistant and a phlebotomist), an advanced paramedic practitioner and a clinical pharmacist. There is also a musculo-skeletal physio assessment specialist and a health coach who run sessions at the practice.

The day-to-day running of the practice is undertaken by a full-time practice business manager, a personal assistant to the practice business manager and a reception manager. They are supported by a number of administrative staff (medical summariser, medical secretaries, prescription clerks and patient invitation liaison) and seven reception staff.

The practice is registered with the CQC to undertake the following regulated activities: Diagnostic and screening services, Family planning, Midwifery and maternity services, Surgical procedures and Treatment of disease, disorder or injury.

According to national statistics, the population is diverse with 20% of patients deriving from black and minority backgrounds. This includes a high number of Nepalese patients. There is also a medium level of deprivation with pockets of high deprivation within the practice boundary.

Princes Gardens Surgery has been inspected before. You can view the previous reports by selecting the “all reports” link for Princes Gardens Surgery on the CQC website