

Arbury Road Surgery

Inspection report

114 Arbury Road
Cambridge
Cambridgeshire
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Date of inspection visit: 30 May 2019
Date of publication: 18/06/2019

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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Safe
- Effective
- Well-Led

At the last inspection in June 2018, we rated the practice as requires improvement for providing safe services because:

- The infection prevention and control policy was brief and missing key information such as waste and sharps management. There was an incident at the practice involving a needlestick injury which was handled incorrectly and potentially could have been avoided if clear policies and procedures were in place.
- The practice employed an external cleaning company but there was no documentation to evidence the cleaning that took place within the practice. We found on the day of the inspection that the cleanliness of treatment rooms was not to an acceptable standard. We noted there was dirt and dust on the floor in two treatment rooms. This was also highlighted in the audit completed one week prior to our inspection but no action had been taken to remedy this.

At this inspection, we found that the provider had satisfactorily addressed these areas.

We based our judgement of the quality of care at this service is 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.

The practice was rated as requires improvement for providing effective services because:

- The practice's uptake of cervical screening was below the 80% Public Health England target rate and below CCG and England averages.
- The practice's uptake of childhood immunisations was below the 90% World Health Organisation target rate and the practice told us this rate had reduced further in unpublished data.
- The practice's performance for outcomes for patients experiencing poor mental health was mixed and the practice told us this rate had reduced further in unpublished data. The practice's exception reporting rate for mental health indicators was also higher than the CCG and England averages.
- The practice had only completed 4 health checks out of 79 eligible patients diagnosed with a learning disability

We also rated the practice as **good** for providing safe, caring, responsive and well-led services.

The area where the provider **must** make improvements are:

- Ensure the care and treatment of patients is appropriate, meets their needs and reflects their preferences

The areas where the provider **should** make improvements are:

- Continue to review the prescribing of antibiotic items to ensure safe and appropriate prescribing.

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	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a second CQC inspector.

Background to Arbury Road Surgery

Arbury Road Surgery is in the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) area. The practice is situated to the north of Cambridgeshire and provides a range of general medical services to approximately 12,511 registered patients.

The practice team consists of seven GP partners (five female and two male) who hold financial and managerial responsibility for the practice and one salaried GP. There are a team of three practice nurses, two nurse practitioners, a nurse manager, one healthcare assistant a number of reception and administration staff, a deputy practice manager and a practice manager. The practice is also a training practice for medical students and GP registrars. (A GP registrar is a qualified doctor who is training to become a GP).

The practice is open between 8am to 8pm Monday and Tuesday and 8am to 6pm Wednesday to Friday. Outside of practice opening hours a service is provided by another health care provider, Herts Urgent Care via the 111 service.

According to Public Health England information, the patient population aged 0 to 4 is slightly above the practice average across England and it has a below average number of patients aged 65 and over compared to the practice average across England. Income deprivation affecting children is slightly above average and in relation to older people, is slightly below the practice average across England.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 9 HSCA (RA) Regulations 2014 Person-centred care <ul style="list-style-type: none">• The practice's uptake of cervical screening was below the 80% Public Health England target rate and below CCG and England averages.• The practice's uptake of childhood immunisations was below the 90% World Health Organisation target rate and the practice told us this rate had reduced further in unpublished data.• The practice's performance for outcomes for patients experiencing poor mental health was mixed and the practice told us this rate had reduced further in unpublished data. The practice's exception reporting rate for mental health indicators was also higher than the CCG and England averages.• The practice had only completed 4 health checks out of 79 eligible patients diagnosed with a learning disability.