

Pilning Surgery

Inspection report

Northwick Road
Pilning
Bristol
Avon
BS35 4JF
Tel:
www.pilningsurgery.co.uk

Date of inspection visit: 16 April 2019
Date of publication: 27/06/2019

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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Pilning Surgery on 16 April 2019 as part of our inspection programme. This was the first inspection of this location.

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, apart from people with long term conditions which we rated as requires improvement.

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.

- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- There was a programme of annual reviews of patients with long term conditions, mental health needs and dementia.
- The practice had achieved a gold award from The carer's trust for their work with carers and successfully making the practice dementia friendly.
- The practice identified military veterans in line with the Armed Forces Covenant 2014. This enabled priority access to secondary care to be provided to those patients with conditions arising from their service to their country.

Although there were no breaches of regulations, the practice should:

- Continue to review and monitor cervical cancer screening uptake, in line with the national target of 80% of women eligible for cervical cancer screening.
- Continue to review and monitor the higher than average exception reporting rates in the quality outcomes framework (QOF) for patients with long term conditions.

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	Requires improvement 
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 lead inspector. The team included a GP specialist advisor.

Background to Pilning Surgery

Pilning Surgery is located at Northwick Road, Pilning, Bristol BS35 4JF. The provider of Pilning Surgery is Montpelier Health. We visited Pilning Surgery as part of our inspection. Further information about the practice can be found at .

The provider is registered with CQC to deliver the following Regulated Activities: diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from Pilning Surgery.

Pilning Surgery is situated within BNSSG (Bristol, North Somerset and South Gloucester) Clinical Commissioning Group (CCG) and provides services to 4,500 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

At Pilning Surgery, there is a team of two GP partners and two salaried GPs. The whole time equivalent is 2.5. The GP team are supported by Montpelier Health's practice manager, together with a surgery manager based at

Pilning, a receptionist administrator, four practice nurses, minor illness nurse, an urgent care practitioner, a clinical pharmacist, one health care assistant; and additional administration staff.

The index of multiple deprivation 2015, which is the official measure of relative deprivation for areas in England, ranks the practice as six (with one being the most deprived and ten the least).

There are a higher than average number of older patients, in common with the characteristics of the Pilning and Severn Beach area.

The practice is a training practice for doctors undertaking general practice speciality training. At the time of the inspection, Montpelier Health was planning to take on one GP registrar (a trainee GP) who would spend time working at Pilning Surgery.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.

Further information about the practice can be found at www.pilningsurgery.co.uk