

# The Burnhams Surgery

## Inspection report

Church Walk  
Burnham Market  
Norfolk  
PE31 8DH  
Tel: 01328737000

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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 effective?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services at this location effective?
- Are services at this location well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Are services at this location safe?
- Are services at this location caring?
- Are services at this location responsive?

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.**

We found that:

- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to monitor and improve medicines prescribing rates.
- Review and improve uptake rates for the childhood immunisation programme and the cervical screening programme in line with national targets.
- Review and improve the system for seeking and recording patient consent to care and treatment in line with national guidelines.

**Details of our findings and the evidence supporting our ratings are set out in the evidence table.**

**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 was led by a CQC inspector and included a GP specialist advisor.

## Background to The Burnhams Surgery

The Burnhams Surgery is located in Burnham Market, Norfolk and provides NHS services through a General Medical Services (GMS) contract to 4,300 patients in a practice catchment area of approximately 150 square miles. The practice also provides services for approximately 1,000 temporary residents each year. The practice is part of the NHS West Norfolk Clinical Commissioning Group (CCG) which is made up of 22 general practices.

The Burnhams surgery is part of the Coastal primary care network (PCN) with four other NHS GP practices, working closely together with other community, mental health and social care staff to improve services for local people.

The practice is registered with the CQC to carry on the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice's clinical team includes two female and two male GP partners, four female practice nurses and one female healthcare assistant. The dispensary is led by a dispensary manager and six dispensers.

The practice's non-clinical team of administrative, reception and secretarial staff is led by the practice manager.

Outside of normal opening hours, patients are able to access health services through the NHS111 Service.

The patient profile for the practice has an above-average number of patients aged over 65 and fewer than average children, teenagers and young people under 18. The locality has an average deprivation level and male and female life expectancy is above the local and national averages.