

Dr Anderson & Partners

Inspection report

82 Victoria Road
Oulton Broad
Lowestoft
Suffolk
NR33 9LU
Tel: 01502572369
www.victoriaroadsurgery.nhs.uk

Date of inspection visit: 11 Dec to 11 Dec 2019
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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 announced focussed inspection at Dr Anderson and Partners on 11 December 2019. 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; are services effective and are services well-led. The ratings for safe, caring and responsive have been carried over from the previous inspection, undertaken in November 2015, and are rated as good.

Our judgement of the quality of care at this service is based 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.

The full inspection reports on the previous inspections can be found by selecting the 'all reports' link for Dr Anderson and Partners on our website at www.cqc.org.uk.

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 because:

- Patients had good outcomes because they received effective care and treatment that met their needs.
- The practice was fully engaged with reviewing and monitoring the clinical service they offered and used this information to make changes and drive

improvements in care. For example, the practice regularly reviewed data from the Clinical Commissioning Group (CCG) and used this to drive improvement within the practice. The practice was fourth overall in the CCG.

- The practice had good outcomes on the Quality and Outcomes Framework with low exception reporting.
- People's needs were met by the way in which services were organised and delivered. For example, the practice had engaged with the OneLife Suffolk and diabetes education programmes.
- The practice was a Park Run practice and encouraged patients to attend. The practice had seen good outcomes for patients that had attended.
- The leadership, governance and culture of the practice promoted the delivery of high-quality person-centred care.
- The practice encouraged continuous improvement and innovation.
- Staff reported they were happy to work in the practice and proud of the changes that had been made.

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

- Review and improve the system for managing patient safety alerts.

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

Dr Rosie Benneyworth

BS BM BMedSci MRCGP

Chief Inspector of General Practice

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 Dr Anderson & Partners

- The name of the registered provider is Dr Anderson and Partners.
- The practice address is 82 Victoria Road, Oulton Broad, Lowestoft, Suffolk, NR33 9LU.
- There are approximately 11,011 patients registered at the practice.
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice has a General Medical Services (GMS) contract with the local Clinical Commissioning Group (CCG).
- The practice has five GP partners (three male, two female) who hold managerial and financial responsibility for the practice. There were two nurse practitioners, four practice nurses, a senior practice nurse, three healthcare assistants and an emergency care practitioner. The practice manager is supported by an assistant practice manager and a team of administration and reception staff.
- The practice website is www.victoriaroadsurgery.nhs.uk
- The opening hours are 8am to 6.30pm Monday to Friday. The practice is closed between 1pm and 2pm on a Wednesday.
- When the practice is closed, Integrated Care 24 provides the out of hours service; patients are asked to call the NHS 111 service to access this service, or to dial 999 in the event of a life-threatening emergency.
- The practice demography differs slightly to the national average, with slightly less 0-29 year olds and more 65+ year olds. Male and female life expectancy in this area is in line with the England average at 79 years for men and 83 years for women.
- Income deprivation affecting children is 22%, which is above the England average of 20% and below the CCG average of 23%. Income deprivation affecting older people is 18% which is below the England average of 20% and the same as the CCG average of 18%.