

# Praze-An-Beeble Surgery

## Inspection report

School Road  
Praze-an-Beeble  
Camborne  
TR14 0LB  
Tel: 01209831386  
[www.prazesurgery.co.uk](http://www.prazesurgery.co.uk)

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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 well-led?

Good 

# Overall summary

We carried out an announced inspection Praze-An-Beeble Surgery on 18 February 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection in January 2017 the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Praze-An-Beeble Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook this inspection at the same time as Care Quality Commission (CQC) inspected a range of urgent and emergency care services in Cornwall. To understand the experience of GP Providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system-wide feedback.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Telephone based interviews

## Our findings

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.

# Overall summary

## **We have rated this practice as Good overall**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- Some examples of innovation and use of technology had been utilised to try and improve patient outcomes.
- Not all aspects of governance were managed appropriately, this caused some minor shortfalls in the managerial overview.

Whilst we found no breaches of regulations, the provider should make sure they are following up to date guidance and have processes in place and follow them to assure themselves that:

- All staff's mandatory training is up to date.
- Patient Group Directions are managed appropriately.
- Continue to improve the uptake of childhood immunisations and cervical screening.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who completed clinical searches and records reviews without visiting the location.

## Background to Praze-An-Beeble Surgery

Praze-An-Beeble Surgery is located in Praze-An-Beeble village at:

School Road

Praze-an-Beeble

Camborne

Cornwall

TR14 0LB

The practice has a branch surgery at:

Connor Downs Surgery,

Turnpike Road,

Connor Downs,

Hayle,

TR27 5DT

The practice is situated in the village on the outskirts of Camborne in Cornwall. The practice provides a general medical service to 7,700 patients. There is a branch practice at Connor Downs about four miles from the main practice. The practice's population area is in the fifth decile for deprivation, which is on a scale of one to ten. The lower the decile the more deprived an area is compared to the national average. There is a practice age distribution of male and female patients broadly equivalent to national average figures. The average male life expectancy for the

practice area is 79 years which matches the national average of 79 years; female life expectancy is 83 years which also matches the national average of 83 years. The GP partners are supported by a practice manager, three salaried GPs, two nurse practitioners, a practice nurse and three healthcare assistants, and additional administration staff.

The practice has a dispensary at both the main practice and the branch practice at Connor Downs. These are managed by the dispensary manager and a team of dispensers. Patients using the practice also have access to community nurses, mental health teams and health visitors and other health care professionals who visit the practice on a regular basis.

The practice telephone lines are open between 8 am and 6.30 pm Monday to Friday. Appointments are offered between 9.30 am and 12.00 pm and between 2.00 pm and 6 pm. Extended hours are offered one evening a week on either a Tuesday or Wednesday evening between 6.30 pm and 8 pm by the GPs and nurses. The practice triages new appointment requests and offers a range of appointment types including book on the day appointments, telephone consultations and advance appointments. Outside of these times, patients are directed to contact the out of hour's service by using the NHS 111 number. The practice has a General Medical Services (GMS) contract with NHS England.

The Praze an Beeble Surgery provides regulated activities from the main and the branch site. We did not visit the branch surgery during this inspection.

The practice is part of a wider network of GP practices with the North Kerrier West Primary Care Network.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.