Great Western Surgery

Inspection report

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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.

Overall summary

We carried out an announced inspection of Great Western Surgery on 26 September 2019. The inspection was to confirm the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 20 June 2018 (previous overall rating, Requires Improvement).

We have not applied new ratings to the practice, following this inspection. This is because a comprehensive inspection is needed following 12 months of a practice being rated as requires improvement. This inspection was a focussed inspection to ensure the breaches of regulation had been addressed.

We focused our inspection on the Safe and Well Led domains.

We also looked at specific areas of the Caring and Effective key questions because data findings required further explanation.

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 found that the provider had made improvements since our inspection in 2018, and that these were sufficient to meet regulations for safe and well-led services. 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 organised and delivered services to meet patients' needs. 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-centre care.

There were three areas where the provider should make improvements. The provider **should**:

- Continue efforts to increase the programme coverage of women eligible to be screened for cervical cancer.
- Continue to review systems for recording significant events and disseminating subsequent learning to all relevant staff.
- Continue efforts to recruit more members for the patient participation group.

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

Our inspection team

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

Background to Great Western Surgery

The provider, Carfax Health Enterprise Community Interest Company, delivers regulated activities from its three main locations. Only Great Western Surgery was inspected on this occasion. The addresses for these main sites are:

Great Western Surgery

Farriers Close,

Swindon.

SN1 2QU

Tel: 01793 421311

Website:

Carfax NHS Medical Centre

Swindon Health Centre,

Swindon.

SN1 2DQ

Tel: 01793 541655

Website: www.carfaxhealthcare.co.uk

Sparcells Surgery

Peatmoor,

Swindon.

SN5 5AN

Tel: 01793 881928

Website:

The practice is based in Swindon, Wiltshire, and is one of 25 serving the NHS Swindon Clinical Commissioning Group (CCG) area. Great Western Surgery is arranged over two floors. All patient services, including nurse treatment rooms and GP consulting rooms, are located on the ground floor.

The practice has approximately 5,463 registered patients from an area surrounding the practice and Swindon town centre. The practice age distribution is broadly in line with the national average, with most patients being of working age or older. Great Western Surgery is a member of a federation of practices, The Brunel Health Group. The aim of the federation is to provide a support network across practices.

Great Western Surgery is a teaching facility for medical students and provides placements to nursing students. Since our previous inspection in June 2018, the practice has also become a GP training practice, and has implemented joint services as part of The Brunel Health Group, such as shared home visiting by paramedic staff.

The practice was taken over by the current provider in January 2017, and an Alternative Provider Medical Services (APMS) contract is in place. An APMS contract is a locally negotiated contract open to both NHS practices and voluntary sector or private providers (for example, walk-in centres).

Great Western Surgery provides the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures

Great Western Surgery's management team also manages Carfax NHS Medical Centre and Sparcells Surgery. They are based at the Carfax site and split their time as required between the three locations. Great Western Surgery operates a nurse-led model of care. This means that all the clinicians work together within their own areas of competence, to ensure that patients are seen by the most appropriate person to meet their needs, also allowing them to build and maintain a workforce of appropriately skilled nurses.

Members of the clinical and administrative teams work across all three sites. There are four salaried GPs (two female, two male). One of the salaried GPs is a medical team manager, responsible for managing and supporting the GPs across the three locations. The wider clinical

team consists of an advanced nurse practitioner, a treatment room nurse, two chronic disease nurses and two Health Care Assistants (HCAs). A clinical pharmacist is also employed by the practice.

All members of the administrative team undertake additional roles, such as staffing reception, and working as medical secretaries, and are managed by an office manager. The provider's corporate team includes a Medical Director, a Director of Nursing, a Director of Operations, an infection control nurse (who is also the practice chronic disease nurse), and a range of corporate administrative staff. Each of the Directors are based in a different practice so that there is a Director available at all times. Each practice also has an Operational Manager.

Eighty-three per-cent of the practice population describes itself as white, and around 17% as having a Black, Asian and Minority Ethnic (BAME) background. A measure of deprivation in the local area recorded a score of 6, on a scale of 1-10. A higher score indicates a less deprived area. (Note that the circumstances and lifestyles of the people living in an area affect its deprivation score. Not everyone living in a deprived area is deprived and not all deprived people live in deprived areas).

Average male and female life expectancy for the practice is 79 and 83 years respectively, and mirrors national averages.

Great Western Surgery is open from 8am to 6.30pm, Monday to Friday, the practice answers telephone calls during these times. Routine GP appointments are generally available from 8am to 12.30pm and 1.30pm to 5.30pm, Monday to Friday. The practice provides (pre-booked only) extended hours appointments, for patients from all its locations, at its Carfax Street location. These are from 6.30pm to 8pm on Monday, Tuesday and Friday and on alternate Saturday mornings, with a nurse and HCA.

The practice has opted out of providing Out-Of-Hours services to its own patients. Outside of normal practice hours, patients can access the NHS 111 service, and an Out-Of-Hours GP service, which is operated by the local acute Trust. Information about the Out-Of-Hours service was available on the practice's website, in the patient registration pack, and as an answerphone message.