

Drs Pearce and Trenholm

Inspection report

Springmead Surgery
Summerfields Road
Chard
TA20 2EW
Tel: 0146063380
www.springmeadsurgery.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 effective?

Good



Overall summary

We previously carried out an announced comprehensive inspection at Drs Pearce and Trenholm in March 2020 as part of our inspection programme. We rated the practice as Good overall. We rated the practice Good for providing safe, caring, and well-led services and requires improvement for providing an effective service. You can read the full report by selecting the 'all reports' link for Drs Pearce and Trenholm on our website (www.cqc.org.uk).

We were mindful of the impact of the Covid-19 Pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the Covid-19 Pandemic when considering what type of inspection was necessary and proportionate. Whilst there were no breaches to regulation found at the previous inspection, there were areas where improvements were needed in providing effective care. On 28 September 2021, we carried out a desk-based review to look at the effective key question to see whether improvements had been made.

We found that the practice had put some measures in place towards improving, however further improvements were required. We therefore rate the practice as requires improvement for effective.

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.

We have rated effective as Good because:

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.
- 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.
- Quality improvement and monitoring had taken place to improve the uptake of cervical screening. The practice had taken action to ensure patients with long term conditions received effective treatment.

Whilst we found no breach to regulation the provider **Should:**

- continue measures already taken to ensure that patients with schizophrenia, bipolar affective disorder and other psychoses have a comprehensive, agreed care plan documented in the record, and ensure that
- patients diagnosed with dementia have their care plan reviewed in a face-to-face review in the preceding 12 months.

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	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)	Requires Improvement	

Our inspection team

We did not visit Drs Pearce and Trenholm during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Drs Pearce and Trenholm

Drs Pearce and Trenholm, also known as Springmead Surgery, is located in Chard at:

Summerfields Road,

Chard,

Somerset,

TA20 2EW

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures, and treatment of disease, disorder or injury.

The practice is situated within the Somerset Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 5,700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices collectively known as the Chard, Langport, Ilminster & Crewkerne (CLICK) Primary Care Network (PCN). PCNs are a key part of the NHS Long Term Plan, with general practices being a part of a network, typically covering 30,000-50,000 patients. These networks then provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth lowest decile (five of 10). The lower the decile, the less deprived the practice population is relative to others.

According to the latest available data, 1.7% of the practice population comes from non-white ethnic groups.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of three GPs who provide cover at the practice. The nursing team comprises eight clinicians and includes an advanced nurse practitioner, emergency care practitioner, three nurses, and three health care assistants.

The GPs are supported by a practice manager, assistant practice manager, plus a team of reception and administration staff.

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.

Extended access is provided across Somerset whereby patients can make appointments at extended times (up until 8pm at night Monday-Friday and on Saturday mornings) at other practices across the local area. Practices working together to deliver extended access to appointments in this local area are: Springmead Surgery, Tawstock Medical Centre, Essex House Medical Centre, Church View Surgery, The Meadows Surgery, Summervale Surgery, and Langport Surgery.

Out of hours services are provided by Somerset Urgent Care Service.