

# Burma Hills 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.

## Ratings

### Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Burma Hills Surgery on 4 September 2019 as the new provider took over the management of the practice in March 2019.

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:

- The practice had taken appropriate action and responded to the concerns we identified during our previous inspection of the previous provider.
- The practice had improved the governance arrangements.

- The practice provided effective care and treatment.
- Patient feedback was positive about staff. We received 15 CQC comments cards, with 14 of the comments being positive overall.
- The practice was responsive to individual patients' needs.
- The practice management team were experienced and capable of managing the practice. They were aware of the practice's challenges and had acted to find appropriate solutions.

**Whilst we found no breaches of regulations the practice should:**

Continue to explore different ways to improve uptake with national cancer screening programmes.

**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

<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 team was led by a CQC lead inspector.  
The team also included a GP specialist advisor.

## Background to Burma Hills Surgery

Burma Hills Surgery is a small practice offering GP services to the local community of Wokingham, Berkshire.

On 8 April 2019, the practice registration changed to recognise the practice as a location a larger partnership organisation.

Burma Hills Surgery is part of Berkshire West Clinical Commissioning Group.

The practice has core opening hours from 8.00am to 6.30pm and offers late opening on a Wednesday until 7.30pm. The practice treats patients of all ages and provides a range of medical services. There are approximately 3,300 patients registered with the practice. The practice population has a higher proportion of patients aged 30-49 compared to the national average. According to national data there is minimal deprivation in Wokingham.

The practice comprises of four GPs (two male and two female). The all-female nursing team consists of one nurse prescriber, one practice nurse and one health care

assistant with a mix of skills and experience. A practice manager and a team of five administrative staff undertake the day to day management and running of the practice. The practice now forms part of the Wokingham division of the larger partnership organisation and works closely with another practice in the area to share staffing and technological support.

The practice has a General Medical Services (GMS) contract. GMS contracts are nationally agreed between the General Medical Council and NHS England.

The practice opted out of providing the out-of-hours service. This service is provided by the out-of-hours service (Westcall) accessed via the NHS 111 service.

The practice is registered with CQC to provide the following regulated activities:

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