

The Royal Well Surgery

Inspection report

St Pauls Medical Centre
121 Swindon Road
Cheltenham
Gloucestershire
GL50 4DP
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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

Following our annual regulatory review of the information available to us, we inspected this service on 31 October 2019. The service was last inspected in February 2016. It was rated as good for each of the five key questions and rated good overall. This inspection looked at the following key questions; was the service providing effective and well led services for the registered patient population. We decided not to inspect whether the practice was providing safe, caring or responsive services as there was no information from the annual regulatory review which indicated this was necessary.

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 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Governance systems were robust and regularly reviewed.
- The practice was engaged in local initiatives and worked alongside partners in the local healthcare system.

We found no breaches of regulations. However, the areas where the practice should make improvement are:

- Continue to implement actions with a view to improving uptake for the cervical screening programme.
- Continue to monitor exception reporting data that was outside of the expected range.
- Continue to support the actions designed to implement 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

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 lead inspector. It included a GP specialist advisor.

Background to The Royal Well Surgery

The Royal Well Surgery is located at St Pauls Medical Centre, 121 Swindon Road, Cheltenham, Gloucestershire, GL50 4DP. The practice is co-located with four other GP practices at St Pauls Medical Centre.

The surgery is in the town of Cheltenham which has a population of about 115,000 people.

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

The Royal Well Surgery is within the NHS Gloucestershire Clinical Commissioning Group and provides services to

approximately 6,800 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There are five GP partners, three male and two female, and two female salaried GPs. The nursing team comprises two nurses and one healthcare assistant. The clinical team is supported by a practice manager, a deputy practice manager and an administration and a reception team.

The practice population ethnic profile is predominantly White British. It is in an area of relatively high affluence though there are pockets of social deprivation within the practice. The average male life expectancy for the practice area is 80 years which is marginally higher than the National average of 79 years; female life expectancy is 83 years which is the same as the National average.