

Buxton Medical Practice

Inspection report

2 Temple Road
Buxton
SK17 9BZ
Tel: 0129823298
www.buxtonmedicalpractice.co.uk

Date of inspection visit: 6 September 2023
Date of publication: 11/10/2023

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	
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Are services safe?	Good	
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Are services effective?	Good	
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Are services caring?	Good	
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Are services responsive to people's needs?	Good	
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Are services well-led?	Good	
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Overall summary

We carried out an announced comprehensive inspection at Buxton Medical Practice on 6 September 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

At our previous inspection on 27 October May 2015, the practice was rated good overall and for all key questions. Therefore, the practice has retained its rating.

The full reports for previous inspections can be found by selecting the 'all reports' link for Buxton Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection due to our current inspection priorities. In this case, the practice was selected for inspection due to the length of time since our previous inspection.

How we carried out the inspection.

- An announced site visit.
- Conducting staff interviews using video conferencing.

Completing remote clinical searches on the practice's patient records system and discussing findings with the provider (this was with consent from the provider and in line with all data protection and information governance requirements).

- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider to be submitted electronically, and to review further evidence on site on the day of the inspection.
- Speaking with a member of the Patient Participation Group.

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 found that:

Overall summary

- 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.
- 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.

In addition, the provide should:

- Continue to develop its approach to infection prevention and control to ensure the practice achieves full compliance with standards.
- Complete all necessary sections of 'Do Not Attempt Cardio Pulmonary Resuscitation (DNACPR)' documentation, and review the decisions at appropriate intervals.
- Review the staff feedback received via questionnaires as part of this inspection and formulate an action plan, involving the practice team, to address the issues raised.
- Continue to improve the uptake of childhood immunisations and cancer screening.
- Monitor training and appraisals to ensure these are updated according to the practice's own schedule.
- Provide easy access to the cloud based telephone system to the reception team to enable them to respond to demand more efficiently.
- The practice should monitor patient satisfaction annually, supported by relevant action plans, to deliver an effective system to act on patient feedback

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit on 6 September 2023, accompanied by a practice nurse specialist advisor. The inspection team also included a GP specialist advisor who spoke with GPs using video conferencing facilities, and completed clinical searches and records reviews on 31 August 2023 without visiting the location.

Background to Buxton Medical Practice

Buxton Medical Practice is located in Derbyshire at:

2 Temple Road

Buxton

Derbyshire

SK17 9BZ

The provider is registered with the CQC as a partnership 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 practice is situated within the Joined Up Care Derbyshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of approximately 8,693 people. This is part of a contract held with NHS England.

Buxton Medical Practice delivers services from a site near to the town centre. The practice is part of the High Peak and Buxton Primary Care Network (PCN), a wider network of 8 GP practices working collaboratively to deliver improved levels of care for patients, by connecting the primary healthcare team across the area with community and other service providers in their area.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 7th decile (7 out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is predominantly white at 97.9% of the registered patients, with estimates of 0.9% Asian, 0.3% Black, 1% mixed, and 0.1% other.

The percentage of older patients registered with the practice is 20.1% which is in line with the local average of 20.5%, but above the national average of 17.8%. The percentage of working age patients and young patients registered with the practice is in line with the local and national averages.

There are 2 GP partners, 5 advanced nurse practitioners, 3 practice nurses (2 of whom are nurse prescribers), and 1 healthcare assistant. The clinical staff are supported by a practice manager and assistant practice manager. An administration supervisor and reception supervisor manage a team of 14 reception and administrative staff.

The practice also has access to staff working across their Primary Care Network (PCN) including pharmacy support, first contact physiotherapy and social prescribing.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

It has extended opening hours from 6.30pm to 8pm on Tuesdays; this is part of the PCN's extended access scheme which provides appointments at a named location from 6.30pm to 8pm Monday to Thursday. In addition, the scheme offers advanced nurse practitioner appointments on a Friday evening and over the weekend at Buxton Cottage Hospital and New Mills Walk-In-Centre.

Out of hours services are provided by Derbyshire Health United (DHU).