

The Wooda Surgery

Inspection report

Clarence Wharf
Barnstaple Street
Bideford
Devon
EX39 4AU
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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 

Are services well-led?

Good 

Overall summary

We undertook an inspection of this service on 9 October 2019 following our annual review of the information available to us. 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 had an ethos of delivering care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Audit was used effectively and provided systematic identification of patterns and themes.

- Staff were developed and supported with a range of training in line with their role to ensure services were of high quality.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Governance and safety systems were an overarching theme at the practice.
- Quality improvement initiatives were evidenced showing positive impact for patients.
- The practice was engaged in local initiatives and worked effectively alongside partners in the local healthcare and social care system. For example, providing leadership for the newly formed Primary Care Network in the Torridge area.

Whilst we found no breaches of regulations, the provider **should:**

- The practice should review arrangements to improve the uptake for patients receiving cervical screening.
- Continue to review actions to improve uptake of reviews by patients with long term conditions

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.
The team included a GP specialist advisor.

Background to The Wooda Surgery

We inspected The Wooda Surgery on 9 October 2019. The practice is situated at: Clarence Wharf, Barnstaple Street, Bideford, Devon EX39 4AU. The practice is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The Wooda Surgery is situated within the Devon Clinical Commissioning Group (CCG) and provides services to 8,800 patients under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. Patients are referred to secondary services within Devon. The Wooda Surgery is an approved training and teaching provider with close links to universities. It provides placements every year for GP registrars, doctors and medical students.

There are six GP partners (four male and two female) and a managing partner who are registered with the CQC. Two

salaried GPs (two female) support the partnership. The nursing team comprises of two nurse practitioners, four practice nurses and three health care assistants. A managing partner and practice manager support a team of administrative and patient service advisors.

Information published by Public Health England rates the level of deprivation within the practice population area as five on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Information about opening times is displayed at the practice and on its website. Normal opening hours are 8am to 6.30pm (with locally agreed arrangement for call diversion to Devon Drs after 6pm). The practice works with other local practices to provide appointments Monday to Friday from 6pm to 8pm and on Saturday and Sunday mornings. When the practice is closed patients are directed to use the NHS 111 service which is run by Devon Doctors.