

Veor Surgery

Inspection report

Veor Surgery
South Terrace
Camborne
Cornwall
TR14 8SN
Tel: 01209611199
www.veorsurgery.co.uk

Date of inspection visit:
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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 inspection of Veor Surgery on 24 October 2019, following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change (either deterioration or improvement) to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Effective
- Responsive
- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe-Good
- Caring-Good

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** for providing Effective, Responsive and Well-led services.

We have rated all population groups as Good, with the exception of working age people which was rated as Requires Improvement.

We found that:

- Patients received effective care and treatment that met their needs.
- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.

- There were innovative approaches to providing integrated person-centred care.
- The practice had identified areas where there were gaps in provision locally and had taken steps to address them.
- leadership, management and governance of the organisation assured the delivery of responsive, high-quality and person-centred care.
- Leaders supported and encouraged learning, innovation and promoted an open and fair culture amongst their team.

We saw areas of Outstanding practice:

- The practice set up a 'Live Lively board' in August 2018 aimed at improving social prescribing for patients. The board had identified community groups that would be beneficial for patients but not available locally. The practice had therefore provided social prescribing and clubs for patients as well as setting up a coffee shop in the patients' waiting room, known as the 'living room', to reduce social isolation.
- The practice had used a 'Patient Activation Measure' (PAM) tool to measure patients' knowledge, skills and confidence patients engaging with social prescribing had in managing their own health and care. Results had showed improvements.

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

- Continue to promote uptake of cervical cancer screening.
- Improve patient satisfaction regarding access to appointments.

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)	Requires improvement	
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 Veor Surgery

Veor Surgery is located at South Terrace, Camborne, Cornwall TR14 8SN.

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.

Veor Surgery is situated within the Kernow Clinical Commissioning Group (CCG) and provides services to approximately 8,530 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has two GP partners and a managing partner, both of whom are male. The practice employs three salaried GPs (two of which are female, and one is male), a pharmacist, two urgent care practitioners, one advanced nurse practitioner, three practice nurses and one health care assistant. The practice also employ a practice manager and a team of administrators. The practice was part of a primary care network (PCN) with three other practices.

There is a higher than average number of patients over the age of 75 years; the National General Practice Profile states that 14% of the practice population is over the age of 75 years old, compared with the CCG average of 11% and the national average of 8%.

Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

The practice is open from 8am until 6.30pm every week day. Extended hours appointments are available from 6.30pm until 8pm every weekday except Friday. Extended hours appointments are also available every third Sunday. When the practice is closed, patients are directed to dial NHS 111 to talk to an Out of Hours service delivered by another provider.