

# Phoenix Surgery

## Inspection report

Dunwich Drive  
Toothill  
Swindon  
SN5 8SX  
Tel: 01793600400

Date of inspection visit: 7 September 2022  
Date of publication: 11/11/2022

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

# Overall summary

We carried out an announced comprehensive inspection Phoenix Surgery on 7 September 2022. Overall, the practice is rated as requires improvement.

Safe - requires improvement,

Effective - requires improvement,

Caring - good,

Responsive - good,

Well-led - requires improvement.

This was the first inspection of the Phoenix Surgery under this provider – Dr Humaira Ramzan since their registration on 31 July 2020.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Phoenix Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system. (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.
- A short site visit.

## 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 was not always safe for patients and did not protect them from avoidable harm.
- Patients with some long-term conditions and/or on high-risk medicines were not reviewed and followed-up as indicated in national guidance.
- 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 did not always promote the delivery of high-quality, person-centre care.

We found two breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

**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 Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor, who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Phoenix Surgery

Phoenix Surgery is located in Swindon at:

Dunwich Drive

Toothill

Swindon

SN5 8SX

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

The practice is situated within the NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 4,500. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices PCN3.

Information published by Public Health England shows that deprivation within the practice population group is in the middle of the decile (five of 10). The lower the decile, the more deprived the practice population is compared to others.

According to the latest available data, the ethnic make-up of the practice area is 89% White, 6% Asian, 3% Mixed, and 2% Black.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

The practice shares its staff with another location under the same provider. There is a team of three GPs who provide cover at Phoenix Surgery and an additional two GPs at the other location. The practice has a team of three nurses who provide nurse led clinics for long-term conditions at both locations. The GPs are supported at the practices by a team of 11 reception and administration staff. The practice manager and operations manager share their time between both locations to provide full-time managerial oversight. Through working within the PCN, there also two clinical pharmacists, a first contact physiotherapist, a pharmacy technician and a cancer co-ordinator available to support the practice.

The practice is open between 8 am to 6:30 pm Monday to Friday, excluding Bank Holidays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Extended hours are provided between 7 am and 8 am on Wednesdays.

Extended access is provided locally by Swindon Urgent Care Centre and Medvivo, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance  There was additional evidence of poor governance. In particular: <ul style="list-style-type: none"><li>• Not all mandatory training was up to date for all staff, including clinical staff not being trained to an appropriate level in safeguarding.</li><li>• There were gaps in recruitment checks.</li><li>• Child immunisation and cervical screening were below national targets.</li><li>• Not all risk was assessed and monitored as appropriate</li><li>• There was no active Patient Participation Group in place.</li></ul>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	

This section is primarily information for the provider

## Enforcement actions

### Action we have told the provider to take

The table below shows the legal requirements that were not being met.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment  Assessments of the risks to the health and safety of service users of receiving care or treatment were not being carried out. In particular: <ul style="list-style-type: none"><li>• Clinical searches highlighted patients had been bulk read-coded as having an appropriate review but on further investigation, it was found not all of these patients had received an appropriate review.</li><li>• The monitoring of patients on high-risk medicines was not always in line with National Institute of Health and Care Excellence (NICE) recommendations.</li><li>• There was insufficient oversight of patients with long-term conditions.</li></ul>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	