

# Clarkson Surgery

## Inspection report

De Havilland Road  
Wisbech  
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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

Not inspected

Are services well-led?

Good



# Overall summary

We carried out a desk based review of Clarkson Surgery on 8 November 2021.

The practice is rated as good overall.

We previously carried out an announced comprehensive inspection at Clarkson Surgery on 24 October 2019 as part of our inspection programme. Although the practice was registered independently of, they worked as part of a larger group of practices known as Octagon Medical Practice. The practice was rated as good overall and good for safe, effective, caring and response services. The practice was rated as requires improvement for well led services. The service was previously inspected in June 2016 and was rated Good overall.

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

This desk-based review was to follow up on the breach of regulation and areas where the provider 'should' improve identified at our previous inspection. We found the required improvements had been made and the practice is now rated as good for providing well-led services.

## **In this review we found:**

- The practice was no longer working as part of a larger group of practices known as Octagon Medical Practice. The leadership and management team within the practice had been strengthened with clear roles of responsibility. The management team worked cohesively to ensure improvements needed were made, embedded, monitored and sustained.
- The practice had populated and trained staff to use practice intranet, ensuring easy access to relevant information, and to ensure shared communication.
- The practice learned and made improvements when things went wrong.
- The practice had a system and process embedded to ensure emergency medicines and equipment were easily available.
- Staff meetings were held regularly to ensure information was discussed and learning shared.

We did not find any breaches of regulations; however, the provider **should**:

- Continue to monitor and encourage patients to attend appointments for cervical cancer screening.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Clarkson Surgery

Clarkson Surgery is situated in Wisbech, Cambridgeshire. The practice provides services for approximately 12,000 patients. It holds a General Medical Services contract with Cambridgeshire and Peterborough Clinical Commissioning Group. The practice dispenses medicines to patients who are eligible to receive this service.

The practice is registered with the CQC to carry on the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

There are a higher than average number of patients aged over 65. Data published by Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 78 years compared to the national average of 79 years. Female life expectancy is 83 years compared to the national average of 83 years.

There are three partners in the practice, two are GPs (one male and one female) and the practice manager is a managing partner. There are three salaried GPs (all female), three advance nurse practitioners, three paramedics (all female), one nurse specialising in mental health and one in diabetes. The practice employs three practice nurses and three healthcare assistants. There is a dispensary lead supported by eight other dispensary staff including delivery drivers. There is a team of reception, administration, secretarial, housekeeping and maintenance staff.

The practice is part of a wider primary care network group and has allocated staff who work in the practice including social prescribers, pharmacists, physiotherapists and a mental health nurse.

Clarkson Surgery is open from Monday to Friday. It offers appointments from 8.30am to 10am, 10.40am to 12pm and 3.30pm to 6pm daily.

Out of hours care is provided by Herts United Care via the NHS 111 service.