

# Dr R Salmon & Partners

## Inspection report

The Red House Surgery  
96 Chesterton Road  
Cambridge  
CB4 1ER  
Tel: 08444773124

Date of inspection visit: 24 March 2022  
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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 well-led?		Good	

# Overall summary

We carried out an announced focused inspection at Dr R Salmon & Partners on 24 March 2022 to follow up on the concerns identified at the inspection on 26 February 2020. We looked at the key questions, Safe, Effective and Well-led.

We undertook this inspection at the same time as CQC inspected a range of urgent and emergency care services in Peterborough and Cambridge. To understand the experience of GP providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

Overall, the practice is rated as Good.

We rated the key questions as follows:

Safe - Good

Effective - Good

Well-led - Good

- We carried out a comprehensive inspection on 9 April 2015 and the practice was rated as good in all domains.
- We then carried out an annual review of the practice in August 2019, using information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.
- As a result of this, we carried out a focused inspection on 26 February 2020, looking at the key questions of Effective and Well-led. The practice was rated good overall and requires improvement for providing effective services.
- This inspection was carried out to address the concerns from the inspection on 26 February 2020.

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

## Why we carried out this inspection

This inspection was a focused follow-up inspection to follow up on the concerns from the previous inspection which included a rating of requires improvement for the key question, Effective. We inspected the key questions, Safe, Effective and Well-led. We also looked at whether the provider had acted on the areas where we advised they should improve.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

# Overall summary

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff feedback questionnaires via email.

## 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 have rated this practice as Good overall

We found that:

- The concerns from the previous inspection had been addressed. However, we did not inspect specific population groups due to requirements being modified by NHS England as a result of the COVID-19 pandemic, so we were unable to compare exception reporting rates.
- The practice continued to be proactive in improving the uptake of breast and cervical screening in the context of a very transient practice population.
- The childhood immunisation uptake rate was above the 90% World Health Organisation target rate for all five immunisations.
- 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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

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

- Continue to monitor and improve the uptake of breast and cervical screening rates.
- Continue to monitor and improve the systems and processes for medicines management.

**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 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

## Background to Dr R Salmon & Partners

The name of the registered provider is Dr R Salmon & Partners. The address of the location is:

96 Chesterton Road

Cambridge

CB4 1ER

The practice has a branch surgery at:

Anglia Ruskin University

East Road

Cambridge

CB1 1PT

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Cambridge and Peterborough Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 22,245. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, the Cantab primary care network, (PCN), which comprises two other practices in the local area.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (seven 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 84.7% White, 8.9% Asian, 3.1% Mixed, 1.7% Black, 0.6% Other.

The age distribution of the practice population demonstrates a higher than average number of young people and relatively few older or deprived patients.

There is a team of ten GPs and two registrars who provide cover at both practices. The practice has a team of three nurses and one healthcare assistant who provide nurse led clinics at both the main and the branch locations. The practice also has a full-time clinical pharmacist. The GPs are supported at the practice by a business manager, two operations managers, a reception manager and a team of reception/administration staff. The managers are based at the main location to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Outside of practice opening hours patients are able to access pre-bookable evening and weekend appointments through a network of local practices. In addition to this, an out of hours medical service is provided by Herts Urgent Care, accessed by patients dialling the NHS 111 service.