

Avenue Surgery

Inspection report

The Avenue Surgery
1 The Avenue
Cirencester
Gloucestershire
GL7 1EH
Tel: 01285653122
cirencesterhealthgroup.co.uk

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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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an inspection of this service 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:

- Is the service effective?
- Is the service well led?

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

- Is the service safe?
- Is the service caring?
- Is the service responsive?

We have rated the practice as **requires improvement** overall.

We have rated the practice as requires improvement for providing effective and well led services because:

- The practice did not have effective oversight of patients who had been exception reported.
- The practice had not identified actions to improve uptake of diabetic health reviews.
- Processes to identify and mitigate risk were not effective and consistent.
- Systems to ensure all staff had the appropriate authorisations to administer medicines were not embedded.
- Processes to ensure complaints were responded to in line with guidance and practice policy were not embedded.

- Policies did not always contain up to date information.

We have rated the practice as requires improvement for patients with long-term conditions, working age people (including those recently retired and students) and People experiencing poor mental health (including people with dementia). All other population groups have been rated as good.

The areas where the provider **must** make improvements are;

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The areas where the provider **should** make improvements are;

- Establish systems to improve cervical screening uptake.
- Establish systems to improve uptake for diabetic health reviews.
- Monitor the effectiveness of actions taken to improve exception rates for patients with mental health conditions.
- Establish systems to review policies and procedures in a timely manner.
- Continue processes to update CQC registration to reflect all recent changes.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Rosie Benneyworth

Chief Inspector of PMS and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Requires improvement	
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)	Requires improvement	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP advisor and a second CQC inspector.

Background to Avenue Surgery

In July 2018 the Avenue Surgery merged with St Peter's Road Surgery to form The Cirencester Health Group. The provider's registration with CQC has been partially updated. At the time of inspection, no applications had been received to update the name of the provider.

The Avenue surgery is located at:

1 The Avenue
Cirencester
GL7 1EH

They have one branch location St Peter's Road Surgery which can be located at:

1 St Peter's Rd
Cirencester
GL7 1RF

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

Avenue Surgery is situated within the Gloucestershire Clinical Commissioning Group (CCG) and provides services to 13,347 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider's clinical team consists of eight GP partners, four salaried GPs, six practice nurses and two health care assistants. They were supported by a finance and business manager, HR and operations manager and reception and administration teams.

The practice's age profile was in line with averages across the CCG. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Out of hours services was 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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met...</p> <p>The provider had failed to establish effective systems or processes to ensure compliance with the requirements.</p> <ul style="list-style-type: none">• The practice did not have effective oversight of exception reporting to ensure information was accurate.• Oversight of staff training did not ensure staff received training appropriate to their role.• Policies did not always contain up to date information to reflect current guidance.• Systems to identify and mitigate risk were not effective.• Governance arrangements to ensure complaints were handled in line with national guidance and practice policy, were not embedded.• Systems to ensure patient group directions were signed and authorised in line with guidance were not embedded.• Oversight of medicines and healthcare products Regulatory Agency alerts were not embedded.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.