

# Deben Road Surgery

## Inspection report

2 Deben Road  
Ipswich  
Suffolk  
IP1 5EN  
Tel: 01473741152  
[www.debenroadsurgery.co.uk](http://www.debenroadsurgery.co.uk)

Date of inspection visit: 5 December 2019  
Date of publication: 25/02/2020

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 a focused inspection at Deben Road Surgery on 5 December 2019. The inspection of this service was due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions, safe, effective and well lead. Because of the assurance received from our review of information, we carried forward the ratings for the following key questions: caring and responsive.

The practice was previously inspected on 24 March 2015 and was rated good overall.

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 received 15 CQC feedback cards given to patients before and during the inspection. All but one of the comment cards were very positive about the services provided and the practice staff.

**We have rated this practice as good overall and good for all population groups.**

We found that:

- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

- The practice organised and delivered services to meet patients' needs.
- The practice had achieved World Health Organisation (WHO) for childhood immunisations.
- They also met Public Health England target for cervical cancer screening.
- The practice had acted to improve their risk management processes and we saw health and safety risk assessments had been carried out and action taken to mitigate the risks.
- Medicines were stored securely, and cupboards and room doors were locked. Prescription paper was stored securely, and a log was maintained for this.
- Non-clinical staff undertaking chaperone duties had received a Disclosure and Barring Service (DBS) check.
- There was a clear leadership structure and staff felt supported by management.
- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together.

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

- Review the level of sepsis training for clinical and non-clinical staff.
- Review the level of dementia training all staff receive.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

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

## Background to Deben Road Surgery

Deben Road Surgery is located at 2 Deben Road, Ipswich, Suffolk, IP1 5EN. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Deben Road Surgery is situated within the Ipswich and East Suffolk Clinical Commissioning Group (CCG) and provides services to 7,330 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 provider is a partnership there are four GPs three female and one male they registered with the CQC in December 2018. There are two nurse practitioners, a paramedic, two practice nurses and two health care assistants. Other community-based health care professionals visit on a regular basis including a health

visitor and a community midwife. There is a practice manager and a team of non-clinical, administrative and reception staff who share a range of roles, some of whom are employed on flexible working arrangements.

Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 80 years compared to the national average of 79 years. Female life expectancy is 83 years this is in line with the national average of 83 years. The practice demographic is similar to the CCG and England averages. Income deprivation affecting children was 20% this is higher than the CCG (13%) however it is in line with England average (20%).

Outside of practice opening hours a service is provided by another health care provider, Harmoni, accessed by patients dialling the national 111 service. Details of how to access emergency and non-emergency treatment and advice is available within the practice and on its website.