

Woodcock Road Surgery

Inspection report

The Surgery

Norwich

NR3 3UA

Tel: 01603425989

www.woodcockroadsurgery.nhs.uk

Date of inspection visit: 11 October 2023

Date of publication: 01/11/2023

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 caring?		Good	
Are services responsive to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced comprehensive at Woodcock Road Surgery on 11 October 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 10 December 2015, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Woodcock Road Surgery on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this comprehensive inspection in line with our inspection priorities and covered all key areas.

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.
- Staff questionnaires.

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:

- 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.

Overall summary

- 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 promoted the delivery of high-quality, person-centre care.

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

Continue to monitor and reduce the backlog of medical records to be fully summarised.

- Embed the systems to provide patients prescribed rescue steroids or gabapentionoids with reviews in a timely manner and to provide patients with a learning disability with an annual review.
- Continue to monitor and encourage parents/guardians to bring children for their childhood immunisations and encourage patients to attend for their appointments for the national cervical screening programme.

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 Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and accompanied by a second CQC inspector on 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 Woodcock Road Surgery

Woodcock Road Surgery is located in Norwich at:

29 Woodcock Road

Norwich

Norfolk

NR3 3AU

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

The practice is situated within the Norfolk and Waveney Integrated Care System (ICS) and delivers General Medical Services (GMS). This is part of a contract held with NHS England. They have a patient population of around 8420.

The practice is part of a wider network of 22 GP practices and together they form OneNorwich PCN.

There is a team of 3 GPs partners, all female and 2 salaried GPs, one male and one female, who provide cover at the practice. The practice has a team of 3 nurses who provide nurse led clinics for long-term conditions, they are supported by PCN additional clinical staff which include a Physicians Associate and Clinical Pharmacist. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and operations manager provide managerial oversight.

The practice is open between 8am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided the practice GP partners from 6.30pm -7pm weekday evenings and locally by the PCN, where late evening and alternative weekend appointments are available. Out of hours services are provided between 6pm – 6.30pm by East of England Ambulance Service and after 6.30pm patients are supported via the national 111 service.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (2 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 2.3% Asian, 93.8% White, 1.4% Black, 2% Mixed, and 0.4% Other.

The age distribution of the practice population shows a lower number of older people and a higher number of working age and young people according to the local and national averages.