

Cantilupe Surgery

Inspection report

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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Cantilupe Surgery on 12 February 2019 as part of our inspection programme. The practice was previously inspected on 15 October 2014 and 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 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.
- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse and for identifying and mitigating risks of health and safety.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines and best practice.
- Patients' needs were assessed and care delivered in line with current guidelines. Staff had the appropriate skills, knowledge and experience to deliver effective care and treatment.
- Staff treated patients with kindness and respect and involved them in decisions about their care.

- Patient feedback from the national GP patient survey was positive with all results above local and national averages.
- Urgent same day patient appointments were available when needed. All patients who completed comment cards told us they were always able to obtain same day appointments and access care when needed.
- There was an open and transparent approach to safety and a system in place for recording, reporting and learning from significant events. The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- There were clear responsibilities, roles and systems of accountability to support effective governance.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.

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

- Take action to ensure that the risk assessment for the premises was kept under review so that staff could feel confident that details were up to date at all times.
- Review the system to ensure that all staff receive safeguarding training suitable for their role.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC Lead Inspector accompanied by a GP specialist advisor.

Background to Cantilupe Surgery

Cantilupe Surgery is located in Hereford and provides primary medical services to patients at both the Hereford surgery and their branch surgery located in Hampton Dene. We did not inspect the branch surgery at Hampton Dene as part of this inspection.

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

Cantilupe Surgery is part of the Herefordshire Clinical Commissioning Group (CCG) and provides services to 12,392 patients under the terms of a General Medical Services (GMS) contract. The practice is an approved GP training practice. This means that fully qualified doctors who want to enter into general practice spend 12 months working at the practice to gain the experience they need to become a GP.

The clinical team consists of six partners and three salaried GPs. There are two male and seven female GPs in total. The team includes two nurse practitioners, three practice nurses and two health care assistants (HCAs). The clinical team is supported by the practice manager, a deputy practice manager, a reception supervisor and a team of reception and administration staff.

There are higher than average numbers of patients over the age of 65, and fewer patients from birth to 18 years of age than the national average. The National General Practice Profile states that 3% of the practice population is from an Asian, black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, 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 84 years compared to the national average of 83 years.