

# Buttercross Health Centre

## Inspection report

Behind Berry  
Somerton  
Somerset  
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[www.buttercrosshc.nhs.uk](http://www.buttercrosshc.nhs.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

Not sufficient evidence to rate



Are services safe?

Not sufficient evidence to rate



Are services effective?

Not sufficient evidence to rate



Are services well-led?

Not sufficient evidence to rate



# Overall summary

## This practice was rated October 2018 as Requires Improvement overall.

We carried out an announced focused inspection at Buttercross Health Centre on 7 March 2019. This inspection was carried out to follow up on breaches of regulations and areas identified for improvement where we had rated the key questions of safe, effective and well led and the patient population groups of people with long-term conditions and mental health needs as requires improvement. We had implemented two regulatory requirements, Regulation 12 – Safe care and treatment and Regulation 17- Good governance and identified areas the provider should take action to improve.

These were:

### Safe

The areas where the provider **must** improve were:

- Ensure care and treatment was provided in a safe way to patients with regards to infection prevention and control including the necessary information is available regarding staff immunisation status in line with Public Health England (PHE) guidance.
- Ensure there were safe systems in place for fire safety including regular fire drills, checks for safe equipment, including calibration and mandatory training completion for staff.
- Ensure medicines were stored safely and risk assessments for emergency medicines were in place.

The areas where the provider **should** make improvements were:

- Review the documentation, record keeping processes and follow-up action for patient specific action taken at meetings such as safeguarding meetings and 'huddles'.
- Review documentation and processes to demonstrate actions taken, lessons learnt and the sharing of lessons within the practice team for significant events and complaints were in place.

### Effective

Areas where the provider must improve:

- Ensure that patients received an adequate review of their care and treatment needs on a regular basis.

The areas where the provider **should** make improvements were:

- Continue to implement actions to improve the quality of care outcomes (QOF) and clinical management of long-term conditions including mental health.
- Review and maintain practice held disease registers such as patients who are homeless.
- Review cervical cancer screening uptake.

### Well Led

- Ensure there were effective systems and processes to ensure good governance.

The areas where the provider **should** make improvements were:

- Review the process in place with regards to the classification of complaints and concerns and the subsequent investigation.
- Review audits to include a practice led full cycle annual audit programme and evidence of changes to practice as a result of clinical audits.
- Review risk assessment processes in regard of the changes to the branch surgery with regards to a GP not being on-site to deal with medical emergencies.

### At the inspection on 7 March 2019 we found:

- Care and treatment was provided in a safe way to patients with regards to infection prevention and control including the necessary information was available regarding staff immunisation status in line with Public Health England (PHE) guidance.
- There were safe systems in place for fire safety including regular fire drills, checks for safe equipment, including calibration and mandatory training completion for staff.
- Medicines were stored safely and risk assessments for emergency medicines were in place.
- There were effective systems in place to respond to medical emergencies.
- Patients received an adequate review of their care and treatment needs on a regular basis. The practice continued to implement actions to improve the quality of care outcomes (QOF) and clinical management of long-term conditions including mental health.
- Disease registers were in place to identify and prioritise meeting patient's needs.
- The documentation, record keeping processes and follow-up action for patient specific action taken at meetings such as safeguarding meetings and 'huddles' was in place.

# Overall summary

- There was documentation to support actions taken, lessons learnt and the sharing of lessons within the practice team for significant events and complaints had occurred.
- There were effective systems and processes to ensure good governance including staffing levels, audit, the management of complaints and concerns
- Efforts to improve the uptake of cervical screen had increased the number of eligible patients participating to above 83%.

Areas where the provider should continue to develop:

- The practice should continue to resolve meeting the needs of the patients with long term conditions and with mental health concerns.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

**Please refer to the detailed report and the evidence tables for further information**

## Population group ratings

**People with long-term conditions**

**Not sufficient evidence to rate**



**People experiencing poor mental health (including people with dementia)**

**Not sufficient evidence to rate**



## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Buttercross Health Centre

Symphony Health Services (SHS) is the registered provider of Buttercross Health Centre. SHS is a NHS health care provider, based in Somerset that was developed as part of the South Somerset Symphony Programme – a project which aimed to create new and innovative ways to delivering high quality care to patients and strengthening and supporting primary care in the local area. SHS have been providing a service from Buttercross Health Centre since August 2016.

Buttercross Health Centre service is provided from Behind Berry, Somerton, Somerset TA11 7PB, and delivers a general medical service (GMS) to approximately 7,500 patients. The branch surgery is situated at The Ilchester Surgery, 17 Church Street, Ilchester BA22 8LN. Further information about the practice can be found at [www.buttercrosshc.nhs.uk](http://www.buttercrosshc.nhs.uk).

According to information from Public Health England the practice area population is in the eighth least deprived decile in England. The practice population of children and those of working age is similar to local and national averages. The practice population of patients living with a long-term condition was similar to local and national averages at 67%, the CCG being 58% and national being 54%.

The practice team is made up of four salaried GPs which equates to 2.32 WTE (whole time equivalent) GPs at the practice (two male and two female). There are three advanced nurse practitioners (ANP), three practice nurses and three health care assistants. The practice has additional clinical specialist staff including an emergency care practitioner (ECP) and a pharmacy technician. Pharmacist support is available through SHS medicines management hub. There are four health coaches. The practice manager is supported by administrators, secretaries, and reception staff.

When the practice is not open patients can access treatment via the NHS 111 service.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities. The Registered Manager is the medical director for Symphony Health Services.