

St Neots Surgery

Inspection report

1 North Prospect Road
Milehouse
Plymouth
Devon
PL2 3HY
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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



Overall summary

We carried out an announced comprehensive inspection at St Neots Surgery on 12 December 2018 as part of our inspection programme.

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.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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.
- Staff feedback was overwhelmingly positive. Staff acknowledged that the practice was a busy place to work but added that it was a good place to work.

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

- Review the identification of carers to enable this group of patients to access the care and support they need.
- Review systems for recording findings and actions following discussion of significant events.
- Review QOF data and exception reporting for patients with long term conditions and mental health needs to ensure all patients are treated and reviewed effectively.
- Continue to review patient satisfaction with access to appointments and the telephony system.

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.
The team included a GP specialist adviser.

Background to St Neots Surgery

St Neots Surgery is situated in the city of Plymouth. The practice is comprised of one site. The address of the practice is 1 North Prospect Road Milehouse Plymouth Devon PL2 3HY

We visited this site during our inspection. The practice provides a service to approximately 11,500 patients of a diverse age group this is an increase of 1,500 patients since our last inspection due to patients registering with them following the closure of GP practices in the surrounding area. The Practice offers the following regulated activities:

Treatment of disease, disorder or injury

Diagnostic and screening procedures

Maternity and midwifery services and

Surgical procedures

Family planning

The deprivation decile rating for this area is two (with one being the most deprived and 10 being the least deprived). The 2011 census data showed that 97% of the local population identified themselves as being White British. The mix of male and female patients were equal.

There is a team of six GP partners three female and three males and one salaried GP. The GP team were supported

by two practice managers, two nurse practitioners, two practice nurses, one advanced health care assistant, three healthcare assistants and additional administration staff.

The St Neots Surgery is an approved training practice for medical students

Patients using the practice also have access to health visitors, counsellors, carer support workers, district nurses and midwives and other health care professionals who visit the practice regularly.

The premises are open from 8.30-6pm on Mondays to Fridays with an hours' closure between 1pm and 2pm. Extended hours are offered on a Monday evening between 6.30pm and 7.30pm and between 8am and 10.30am on alternate Saturday mornings. Outside of these times patients are directed to contact the out of hour's service and the NHS 111 number. This is in line with local contract arrangements.

The practice offers a range of appointment types including face to face same day triage appointments, face to face routine appointments and advance appointments (two weeks in advance) as well as online services such as e consultations, access to records, online appointments and repeat prescription requests.