

# Hendford Lodge Medical Centre

## Inspection report

74 Hendford  
Yeovil  
Somerset  
BA20 1UJ  
Tel: 01935470200  
www.hendfordlodge.co.uk

Date of inspection visit: 30 Oct to 30 Oct 2019  
Date of publication: 11/12/2019

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

The key questions are rated as:

Are services effective? Good

Are services well-led? Good

As part of our inspection process, we also look at the quality of care for specific population groups. The population groups are rated as:

Older People – Good

People with long-term conditions – Good

Families, children and young people – Good

Working age people (including those recently retired and students – Requires improvement.

People whose circumstances may make them vulnerable – Good

People experiencing poor mental health (including people with dementia) – Good

We rated the population group working age people as requires improvement due to the verified data for cervical smears showing below the national Public Health England target.

We carried out an announced focused inspection at Hendford Lodge Medical Centre on 30 October 2019. We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective and well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, caring and responsive.

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 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 had systems and processes in place for managing risks, issues and performance.
- 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 listened to staff and patients, acting on issues to improve the service.
- 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:**

- Review and improve uptake rates for cervical smear screening.
- Complete annual appraisals for all staff in line with practice policy.
- Continue to implement measures to improve patient access via the telephone and access to appointments.
- Improve the recording of quality measurement outcomes for patients with long-term conditions.

## **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>Requires improvement</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 Hendford Lodge Medical Centre

Hendford Lodge Medical Centre is located at 74 Hendford, Yeovil, Somerset BA20 1UJ. The surgery has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures and Treatment of disease, disorder or injury.

Hendford Lodge Medical Centre is situated within the Somerset Clinical Commissioning Group (CCG) and provides services to approximately 14,900 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 (Diamond Health Care) is run by four GP partners (three female and one male). They provide care and treatment from Hendford Lodge and their branch surgery: Abbey Manor Medical Practice, The Forum, Abbey Manor Park, Yeovil Somerset BA21 3TL. We did not visit this location as part of our inspection.

The practice had recently undergone a significant change in service delivery due to GP retirements and difficulty recruiting GPs within the area. As a result the practice had amended the clinical team to provide an acute, on the day, service and a complex care team to run alongside routine GP appointments. The clinical team includes a

female salaried GP, an emergency care practitioner, paramedics, advanced nurse practitioners, minor illness nurses, a pharmacist, practice nurses and a complex care nurse managing a team which includes health coaches. A practice manager, health care assistants, an IT lead along with reception and administrative staff form part of the wider team.

Two enhanced services are run by the provider at the practice locations:

- Oasis East Clinic – assessment and treatment of musculoskeletal conditions.
- Community Leg Ulcer Service for people living within the area.

There are slightly higher than average number of patients over the age of 75, in common with the characteristics of the county. The National General Practice Profile states that 97% are characterised as white. Information published by Public Health England, rates the level of deprivation within the practice population group as six. On a scale of one to ten level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy is in line with national averages.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.