

Bradworthy Surgery

Inspection report

The New Surgery
The Square, Bradworthy
Holsworthy
Devon
EX22 7SY
Tel: 01409 241215
www.bradworthysurgery.co.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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at Bradworthy Surgery on 7 November 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at whether the practice provided effective and well led services.

The practice was previously inspected in December 2015 and in the report published in March 2016 we reported the practice to be good overall, outstanding in providing responsive services and good in providing safe, effective, caring and well-led services. We found no areas for concern.

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** for providing effective and well led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm

- People had good outcomes because they received effective care and treatment that met their needs.
- Information about people's care and treatment was routinely collected, monitored and acted upon.
- 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.
- Clinical and internal audit processes functioned well and had a positive impact in relation to quality governance.

We rated all population groups as **good**.

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

- Continue with plans to repeat clinical audits and complete cycles of clinical audit to help ensure action taken has been effective.

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

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 and included a GP specialist advisor.

Background to Bradworthy Surgery

Bradworthy Surgery, The Square, Bradworthy, Holsworthy, Devon, EX22 7SY is located within the Devon local authority and is one of 125 practices serving the NHS Devon Clinical Commissioning Group (CCG) area. It is a rural practice and provides general medical services and dispensing facilities to approximately 2,900 patients many of whom are farming families. The catchment area for the practice covers 100 square miles.

The practice has a slightly lower proportion of patients registered (54.1%) who are of working age when compared to the CCG and national averages of 57.8% and 62% respectively. It has a higher percentage (27.4%) of elderly patients over 65 years of age than local and national averages which are 23.9% and 17.3% respectively.

There are accessible facilities, with ground floor consulting rooms available and free parking on the village square, adjacent to the practice. There are few bus links or other public transport facilities.

Information published by Public Health England rates the level of deprivation within the practice population group as fifth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is led by two GP Partners who are contracted to provide General Medical Services (GMS) and who are registered with the CQC for the following regulated activities: diagnostic and screening procedures, family planning and treatment of disease, disorder or injury.

The Partners are supported by a Practice Manager, two practice nurses, a receptionist and four other staff who also work as dispensers in the practice pharmacy.

A range of services is provided including childhood immunisations, chronic disease management and travel immunisations and several enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations.

Private travel vaccinations are offered in addition to those available free of charge on the NHS and maternity services are provided by a midwife at Holsworthy Hospital.

The practice is open Monday, Wednesday, Thursday and Friday from 8am to 6:30pm for on the day urgent and pre-booked routine GP and nurse appointments. It is also open from 8am until 8pm on Tuesday to give working-age patients the opportunity to attend the practice, without

impacting upon their work commitments. Further appointments are also available at other local practices between 6pm and 8pm during the week and between 9am and 12pm at the weekend.

Advance appointments can be made by telephone, online or at reception up to six weeks ahead. If a patient needs to talk to a GP about a problem, or for review, and it is not necessary to attend the surgery, they can make a telephone appointment with a GP who will call at an allocated time, on a number they supply.

Out of hour's services are not provided as these are provided by Devon Docs whose contact details are available in the practice and on the website.

The Provider has only one location and so we inspected the location at The Square, Bradworthy, Holsworthy, Devon, EX22 7SY.