

Grove Surgery

Inspection report

Grove Lane
Thetford
IP24 2HY
Tel: 01842752285
www.grovesurgerythetford.co.uk

Date of inspection visit: 20 December 2023
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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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out a targeted assessment of Grove Surgery on 20 December 2023 without a site visit. Overall, the practice is rated as good. We rated the key question of responsive as requires improvement.

Safe -good

Effective – good

Caring - good

Responsive - requires improvement

Well led – good

Following our previous inspection in February 2022, the practice was rated good overall and for all key questions. At this inspection, we rated the practice requires improvement for providing responsive services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Grove Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection as part of our GP responsive assessment

- Responsive question inspected

Our findings

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:

- Changes to access were improving with the employment of a patient services manager to drive and monitor the changes.
- We found that patients' individual needs and preferences were central to the delivery of services.
- Patients could not always access care and treatment in a timely way based on feedback.
- Although the practice had seen improved patient feedback, this had not yet been reflected in the National GP patient survey.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Grove Surgery

Grove Surgery is located in Thetford, Norfolk at:

Grove Lane

Thetford

Norfolk

IP24 2HY

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Norfolk and Waveney Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 12,800. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices in Breckland Alliance primary care network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic makeup of the practice area is 1.3% Asian, 93.7% White, 0.9% Black, 2.7% Mixed, and 1.4% Other. The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of 5 GP partners, 2 part-time salaried GPs, 2 nurses, 1 trainee nursing associate, 2 healthcare assistants, 1 phlebotomist, 2 physician associates, 1 paramedic, 1 Clinical Pharmacist, 1 pharmacy technician, 1 care coordinator, and a social prescriber.

The GPs are supported by a team of reception/administration staff. The practice manager provides managerial oversight.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book-on-the-day, telephone consultations and advance appointments.

Extended access is provided locally by the Breckland Alliance primary care network from 6.30 pm to 8 pm Monday to Friday and Saturday from 9 am to 5 pm. Out-of-hours services are provided by NHS 111.