

# Prestbury Park Medical

## Inspection report

The Surgery  
Crescent Bakery, St Georges Place  
Cheltenham  
GL50 3PN  
Tel: 01242226336  
[www.crescentbakerysurgery.nhs.uk](http://www.crescentbakerysurgery.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

Good



Are services effective?

Good



# Overall summary

We previously carried out an announced comprehensive inspection at Prestbury Park Medical in February 2020 as part of our inspection programme. We rated the practice as Good overall. We rated the practice Good for providing safe, caring, and well-led services and requires improvement for providing an effective service. You can read the full report by selecting the 'all reports' link for Prestbury Park Medical on our website ([www.cqc.org.uk](http://www.cqc.org.uk)).

We were mindful of the impact of the Covid-19 Pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the Covid-19 Pandemic when considering what type of inspection was necessary and proportionate, this was therefore a desk-based review. On 29 September 2021, we carried out a desk-based review to confirm that the practice had carried out improvement plans to their service in response to the requires improvement rating for the effective key question.

We found that the practice had put measures in place for ongoing improvement. The practice is now rated Good overall, good for providing effective services and good and good for all population groups.

## 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 have rated effective as Good because:

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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- Quality improvement and monitoring had taken place to reduce exception reporting in line with local and national data, improve the uptake of child immunisations, and implement actions to improve uptake for the cervical screening programme to meet the national target of 80%.

**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>Good</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

We did not visit Prestbury Park Medical during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

## Background to Prestbury Park Medical

Prestbury Park Medical, also known as Crescent Bakery, is located in Cheltenham at:

The Surgery

Crescent Bakery

St Georges Place

Cheltenham

Gloucestershire

GL50 3PN

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.

The practice is situated within the NHS Gloucestershire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 5,100. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices collectively known as the Cheltenham Central Network. PCNs are a key part of the NHS Long Term Plan, with general practices being a part of a network, typically covering 30,000-50,000 patients. These networks then provide the structure and funding for services to be developed locally, in response to the needs of the patients they serve.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the less deprived the practice population is relative to others.

According to the latest available data, 1.7% of the practice population comes from mixed race and 3.2% are from Asian ethnic groups..

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 two GP Partners and two salaried GPs who provide cover at the practice. The nursing team comprises six clinicians and includes two advanced nurse practitioners, one practice nurse, two health care assistants, and one phlebotomist.

The clinical team are supported by a practice manager, assistant practice manager, plus a pharmacy team and a mix of reception and administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided by the practice until 8pm on Wednesday, with 'Improved Access' whereby patients can make appointments at extended times (up until 8pm at night Monday-Friday and on Saturday mornings) at other practices across the local area. This is provided by the Central Cheltenham Primary Care Network.

Out of hours services are accessed via the NHS 111 service.