

The Bell Surgery

Inspection report

York Road
Henley On Thames
Oxfordshire
RG9 2DR
Tel: 01491 843250
www.thebellsurgery.nhs.uk

Date of inspection visit: 6 November 2018
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Bell Surgery on 6 November 2018 as part of our inspection programme. Our inspection team was led by a Care Quality Commission (CQC) Inspector and included a GP specialist advisor.

Our judgement of the quality of care at this service is based 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.

This means that:

- Patients were protected from avoidable harm and abuse and that legal requirements were met.
- Patients had good outcomes because they received effective care and treatment that met their needs.

- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- People's needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

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

- Continue to monitor and review the uptake for cervical screening to achieve the national target level.

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	

Background to The Bell Surgery

The Bell Surgery is located in a purpose built medical centre in the town of Henley-on-Thames. Approximately 8,700 patients are registered at the practice. There are very few patients registered whose first language is not English. Nationally reported data shows very little income deprivation among the practice population. There are fewer than average patients registered under the age of 39 and a higher than average number of registered patients aged over 40. Just over 22% of the patient population are aged over 65. There are designated disabled parking spaces near to the practice entrance. There are automated doors to the practice for accessibility and accessible WC facilities within the practice. All treatment and consulting rooms are on the ground floor and there are wide corridors giving ample room for mobility scooters and wheelchairs.

There are seven GPs at the practice. Five are partners and two are salaried GPs. The practice is accredited to train already qualified doctors as GPs and there are two doctors in training working at the practice. There are three practice nurses, a health care assistant (HCA) and a phlebotomist (phlebotomists undertake blood tests for patients). The practice manager is supported in delivering general management of the practice by a team of administration and reception staff.

The practice is open every weekday from 8am to 6.30pm. There are extended hours appointments one evening every week between 6.30pm and 7.20pm. The practice also provides a Saturday morning extended clinic once a month between 8am and 10am.

All services are provided from:

The Bell Surgery,
York Road,
Henley-on-Thames,
Oxfordshire,
RG9 2DR.

The out of hours service is provided by Oxford Health NHS Foundation Trust and is accessed by calling NHS 111. Advice on how to access the out of hours service is contained in the practice leaflet, on the patient website and on a recorded message when the practice was closed.