

The Lawn Medical Centre

Inspection report

Guildford Avenue
Swindon
SN3 1JL
Tel: 01793536515

Date of inspection visit: 23 August 2022
Date of publication: 18/11/2022

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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection at The Lawn Medical Centre on 23rd August 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The previous inspection was in 2017 when the practice was under different leadership. We rated it good overall.

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

Why we carried out this inspection

We carried out this inspection due to the surgery having been taken over by a new parent organisation in 2020. This is our first inspection under the new leadership.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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:

- 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.

Overall summary

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- Outcomes from the national GP patient survey were largely better than the local and national averages.
- 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**:

- Prioritise looking at the high number of patients on Benzodiazepines or Z drugs and patients prescribed Gapapentoids for quality improvement work as this is relatively high risk.
- Arrange to complete a fire risk assessment
- Arrange for all staff to complete Sepsis training

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor/a member of the CQC pharmacy team who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to The Lawn Medical Centre

The Lawn Medical Centre is located in Swindon at:

Guildford Avenue

Swindon

SN3 1JL

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 Lawn Medical Practice is situated in the NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care System (ICS) and delivers general medical services (GMS) to a patient population of about 8371. This is part of a contract held with NHS England.

The practice is a member of the Wyvern Health Partnership.

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

According to the latest available data, the ethnic make-up of the practice area is 6.3% Asian, 90.4% White, 1.2% Black, 1.7% Mixed, and 0.3% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more female patients registered at the practice compared to males.

There is a team of 5.27 working time equivalent GPs who provide cover for the practice. The practice has a team of 2.25 nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager are based at the main location to provide managerial oversight.

The practice is open between 0800 am to 1800 Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Outside of these times patients are directed to contact the out-of-hours service by using the NHS 111 Number.