

The Boat House Surgery

Inspection report

Whitchurch Road
Pangbourne
Reading
Berkshire
RG8 7DP

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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 Boathouse Surgery on 30 October 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.

We identified the following area of outstanding practice:

- End of life care (EOL) was tailored and reviewed to ensure outcomes were improved. The practice developed a video regarding positive EOL care and this was shared with other providers and services as a learning resource.

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 Boat House Surgery

The Boat House Surgery is located at Whitchurch Road, Pangbourne, Reading, RG8 7DP.

They provide primary medical services to over 11,000 patients in Pangbourne, Berkshire, with an older than average practice population and very low deprivation scores. Local demographic data indicates the practice serves a population which is one of the more affluent areas in England. The Boat House Surgery has a high number of patients registered who are over 65 years old.

The practice has five GP partners and also employs a salaried GP. There are two advanced nurse practitioners and three practice nurses. The practice is also supported by a practice manager and two health care assistants.

The registered manager left the practice earlier this year and there is no current registered manager in post. At the time of inspection the practice had submitted an application for a new registered manager.

The practice occupies a purpose built building and is a dispensing practice. Consultation and treatment rooms are spread on the ground and first floor. The practice has

a lift facility for access to the first floor consultation rooms. Care and treatment is delivered by a number of GPs, practice nurses, health care assistants and a phlebotomist. In addition, the practice is supported by district nurses and health visitors who are based on the premises. The practice also works closely with district midwives. The practice also provides other medical services in-house, such as physiotherapy and minor surgery.

Outside normal surgery hours patients were able to access emergency care from an Out of Hours provider. Information on how to access medical care outside surgery hours was available on the practice leaflet, website and waiting area. The practice has a Primary Medical Services (PMS) contract. PMS contracts are negotiated locally with the local office of NHS England. The practice is also a GP training practice.

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