

Tinkers Lane Surgery

Inspection report

The Tinkers Lane Partnership
Tinker's Lane, Wootton Bassett
Swindon
Wiltshire
SN4 7AT
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www.TinkersLaneSurgery.nhs.uk

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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Tinkers Lane Partnership on 10 December 2018 as part of our inspection programme.

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 this practice as good overall. We have rated then as good for the provision of safe, caring, responsive and well-led services, and as requires improvement for the provision of effective services. We rated the population groups; older people, families, children and young people, working age people (including those recently retired and students), people whose circumstances make them vulnerable, and people experiencing poor mental health (including people with dementia), as good. We rated the population groups: people with long-term conditions, and working age people (including those recently retired and students), as Requires Improvement.

We rated the practice as **requires improvement** for providing effective services because:

- When patients with one or more long term conditions failed to attend for an annual check up, the practice made a number of attempts to contact them. If this was unsuccessful, the practice “excepted” them. However, there was no evidence that a clinician had assessed some patients with increased risks prior to excepting them. We noted the practice overall exception reporting rate and some specific exception rates were higher than local and national averages. (Exception reporting is the removal of patients from quality outcome data where, for example, the patients are unable to attend a review meeting or certain medicines cannot be prescribed because of side effects.) Whilst work was underway to reduce the exception reporting across all long term conditions, improvements were still required and it was too early to assess the impact at this inspection.

We also found that:

- There was clear evidence the practice had moved beyond the significant and critical challenges it has faced in the last few years, including the sudden loss of key staff, and a new forward-looking culture has been formed.
- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients’ needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice delivered some services in partnership with other practices in the locality, such as services for older people and improved access to appointments.

The areas where the provider must make improvements are:

- Take action to ensure care and treatment is provided in a safe way for service users.

In addition, the provider should:

- Take action to ensure learning points from significant events and complaints were shared with all staff, including those unable to attend meetings where they were discussed.
- Take action to ensure medicines (other than those stored in a fridge and emergency medicines), are kept in an orderly manner to ensure older medicines are used first.
- Review their policy on staff references and ensure all references meet the standards set out in recognised guidance.
- Take steps to develop a written succession plan for key staff.
- Continue to take action to meet the national target of 80% of eligible women attending for cervical cancer screening.

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	Requires improvement 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

Background to Tinkers Lane Surgery

The Tinkers Lane Partnership is a GP practice located in Royal Wotton Bassett, a town and civil Parish in Wiltshire. It is one of 47 practices within the Wiltshire Clinical Commissioning Group (CCG) area and has around 8,300 patients.

The practice is based in a purpose-built building with all patient services being located on the ground floor. There are eight consulting rooms, five treatment rooms and waiting rooms spread over the ground and first floors. There is a patient lift and a toilet with access for people with disabilities. There is a self-check-in appointments system and the main waiting room contains a plasma screen that relays NHS health information.

The practice is registered to provide the following activities:

- Diagnostic and screening procedures;
- Family planning;
- Maternity and midwifery services;
- Surgical procedures;
- Treatment of disease, disorder or injury;

The practice provides a number of services and clinics for its patients including childhood immunisations, family planning, minor surgery and a range of health lifestyle management and advice including asthma management,

diabetes, heart disease and high blood pressure management. The practice delivers some services in partnership with other GP practices in Wiltshire, such as care to the elderly and some out of hours appointments.

Data available shows a measure of deprivation in the local area recorded a score of 8, on a scale of 1-10 where a higher score indicates a less deprived area. (Note that the circumstances and lifestyles of the people living in an area affect its deprivation score. Not everyone living in a deprived area is deprived and not all deprived people live in deprived areas). The area the practice serves has relatively low numbers of patients from different cultural backgrounds. 96% of the practice population describes itself as white British. Average male and female life expectancy for patients at the practice is 80 years and 83 years respectively, which is broadly in line with the national average of 79 and 83 years respectively.

There are two GP partners and three salaried GPs. Some are part-time making a full-time equivalent of 3.7 GPs. They are supported by a nursing team of four practice nurses, three healthcare assistants and an administrative team of 15 staff led by the practice manager.

Tinkers Lane Surgery is open from 7.30am to 6.15pm, on Monday, 8.30am to 6.15pm on Tuesday, Thursday and Friday and 7.30 to 8.15pm on Wednesdays. On Tuesday the practice closed from 1pm to 2pm to allow a staff meeting and on every third Friday the practice opened

until 8.15pm. The practice works in partnership with other local practices to provide additional access to GP appointments on weekday evenings up to 8pm and at weekends.

The practice has opted out of providing a full Out of Hours service to its own patients. Patients can access an Out of Hours GP service by calling NHS 111. Information about how to contact the out of hours service was available in the waiting area and on the practice website.

The practice has a General Medical Services contract with NHS England (a locally agreed contract negotiated between NHS England and the practice).

The practice provides services from the following sites:

- Tinker's Lane Surgery, Tinker's Lane, Wootton Bassett, Swindon, Wiltshire, SN4 7AT

The practice has a website containing further information. It can be found here:

- www.TinkersLaneSurgery.nhs.uk

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met.</p> <p>The provider was not always ensuring that care and treatment was provided in a safe way. In particular we found:</p> <ul style="list-style-type: none">• The practice did not always adequately assess the risks to the health and safety of service users to ensure they were receiving the most effective care or treatment. The provider was unable to provide evidence to demonstrate that a clinician was always appropriately assessing or reviewing patients with a long term condition and potential increased health risks, prior to excepting them. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>