

Mann Cottage Surgery

Inspection report

Four Shires Medical Centre
Stow Road
Moreton in Marsh
Gloucestershire
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December
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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 a focused inspection of Mann Cottage Surgery on 13 December 2019 as part of our inspection programme. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services Effective?
- Are services Well-led?

Due to assurances we received from our review of information, we carried forward the ratings for the Safe, Caring and Responsive domain areas from our last inspection in May 2016.

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 and good for all population groups.

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. Services had been tailored to meet the needs of the different population groups.

- 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.
- Clinical staff received regular updates and training and took steps to ensure they were familiar with the most recent clinical guidelines.
- There was a clear leadership structure and staff felt supported by management. The practice sought feedback from staff and patients, which it acted on.
- The practice team demonstrated a commitment to learning and improvement at all levels of the organisation.

We saw several areas of **outstanding** practice:

The practice used innovative ways to improve patient outcomes, including group consultations for Diabetes management, open evenings to increase awareness of long term conditions, hospital avoidance testing and using technology to improve patient care. The practice also shared learning from the implementation to other practices locally.

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

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 

Our inspection team

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

Background to Mann Cottage Surgery

Mann Cottage Surgery (also known locally as Dr HR Furn Davies and Partners) is based in Moreton-in-Marsh, a town and civil parish of Gloucestershire. In 2014, the practice moved from a Georgian-era building to its current premises, The Four Shires Medical Centre. The Four Shires Medical Centre is a health care campus with a local community hospital, and is so named because the Four Shire stone marked the boundary of the historic counties of Gloucestershire, Warwickshire, Worcestershire and Oxfordshire. Mann Cottage Surgery shares the large, purpose built building with another GP practice, and its patients are drawn from the four counties.

Consulting rooms are on the ground floor, along with rooms for phlebotomy, health visitors, dispensing, midwifery and a baby clinic. The reception room is also situated on the ground floor. There is a patient lift and full disabled access. A large waiting room contains a plasma screen that relays NHS health information. Mann Cottage Surgery is a training practice for doctors and physicians associates (defined by practice leaders as 'non-prescribing clinicians who can take low level diagnoses and possibly do repeat procedures'). The practice is a Level Two research facility, meaning that it is required to undertake a designated number of clinical studies per year.

The practice is one of 85 GP practices in the NHS Gloucestershire Clinical Commissioning Group (CCG) area. The practice population is 99% white, with the largest minority ethnic population being of 'mixed ethnic' heritage.

Mann Cottage Surgery has approximately 4,543 registered patients, most of whom live within a five mile radius of the practice. The practice has lower than national average patient populations for all age groups from 0 to 39 years of age. The patient populations from 45 years of age upwards are higher than the national average.

The practice team includes two GP partners (one female, one male), one salaried GP (female), and a GP employed under the GP Retainer Scheme (the Scheme enables qualified GPs who are unable for the present to commit themselves to a full-time post to continue working in general practice in order to maintain and develop their skills and enter a permanent post when their circumstances permit). In addition three practice nurses, a research nurse (shared with other practices), and one health care assistant are employed. The clinicians are supported by a practice manager, an assistant to the practice manager, and a team of dispensers, practice administrators, secretaries and receptionists. The practice has a General Medical Services contract with NHS England (a locally agreed contract negotiated

between NHS England and the practice). Mann Cottage Surgery is a dispensing practice and a member of the dispensary team is available from 9am to 1pm, and 1.30pm to 6pm, Monday to Friday.

The practice is open from 8am to 7.30pm on Monday, and from 8am to 6.30pm from Tuesday to Friday (for

telephone contact or in person). Other evening and weekend appointments are available through shared locality Improved Access appointments (see the practice or NHS Choices websites).