

Cumberland House

Inspection report


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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 effective?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Cumberland House Surgery on 4 July 2019 following our annual review of the information available to us. This inspection looked at the following key questions (Responsive, Effective, Well Led). The service was previously inspected in October 2017 and was rated good overall and in all domains. The report on the October 2017 inspection can be found by selecting the 'all reports' link for Cumberland House Surgery on our website at .

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.

- 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.

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

- Improve the information to patients about the changes to the appointment system.
- Continue to support and develop the new patient participation group (PPG).
- Inform waiting patients when surgery is running late.
- Review complaints responses in line with practices policy.

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 advisor.

Background to Cumberland House

Cumberland House Surgery is located at 8 High St, Stone, ST15 8AP. The surgery has good transport links and there is a pharmacy located nearby.

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.

Cumberland House Surgery is a member of the Staffordshire and Surrounds Clinical Commissioning Group (CCG) and provides services to 10,500 patients under the terms of a personal medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership with four GPs, three male and one female and a locum part time pharmacist. The

practice employed 2 advanced nurse practitioners (ANPs), a community matron, three practice nurses and a health care support worker. The health care team are supported by a practice manager and a deputy practice manager and a team of administrative, reception and secretarial staff.

The practice is part of the Stone and Eccleshall Primary Care Network which is a group of three local GP practices.

Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice has a higher than average number of patients aged 65 and above.

Further information can be found on the practice website <https://www.cumberlandhouse.org.uk>