

Arrow Surgery

Inspection report

Alcester Primary Care Centre
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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 previously carried out an announced comprehensive inspection at Arrow Surgery on 28 April 2016. Following this inspection, we rated the practice as good overall and good for all population groups.

We carried out an announced comprehensive inspection at Arrow Surgery on 29 November 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 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.
- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines and best practice.

- There were comprehensive policies and procedures to support best practice.
- There was an open and transparent approach to safety and a system in place for recording, reporting and learning from significant events. The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- There were clearly defined and embedded systems, processes and practices in place to keep people safe and safeguarded from abuse and for identifying and mitigating risks to health and safety.
- There were clear responsibilities, roles and systems of accountability to support effective governance.
- Patients received effective care and treatment that met their needs.
- The most recently available National GP Patient Survey results were consistently above the national average for the areas we looked at.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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 

Our inspection team

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

Background to Arrow Surgery

Arrow Surgery is a practice situated in Alcester, Warwickshire, serving patients in Alcester and surrounding areas. This includes Arrow, Wixford, Dunnington, Bidford-on-Avon, Ardens Grafton, Great Alne, Wooten Wawen, Coughton, Kings Coughton and Studley.

The practice is located within the Warwickshire local authority, and is one of 33 practices serving the NHS South Warwickshire Clinical Commissioning Group (CCG) area.

The practice provides services for 5,754 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The National General Practice Profile indicates that 98% of the practice population are from a white background, with the remaining 2% of the population originating from black, Asian, mixed or other non-white ethnic groups.

Information published by Public Health England, rates the level of deprivation within the practice population group as eighth, on a scale of one to ten. Level one represents the highest levels of deprivation (and therefore most deprived areas) and level ten the lowest (least deprived).

The practice covers an area with generally high levels of employment. There are good public transport links and a car park available on-site.

The provider is registered with CQC to deliver the following Regulated Activities: Treatment of disease, disorder or injury; maternity and midwifery services; family planning; surgical procedures; diagnostic and screening procedures.

The practice is managed by three GP partners (two male and one female). Additionally, there are three practice nurses and two health care assistants (one being a senior HCA).

The practice's clinical team are supported by a practice manager, two administrators and five receptionists.

The practice's opening times are from 8am to 7.30pm on Mondays and Tuesdays, and from 8am to 6.30pm on Wednesdays, Thursdays and Fridays.

Appointments are available from 8am to 12.30pm and then 1.30pm to 7.30pm on Mondays and Tuesdays, and from 8am to 12.30pm and then 1.30pm to 6.30pm on Wednesdays, Thursdays and Fridays.

Extended hours appointments for practice patients were available at other nearby practice sites. These appointments were available from 6pm to 9pm on weekdays, and 9am to 1pm on weekends.

Home visits are available for patients who are housebound or too ill to attend the practice. This is at the discretion of the GPs.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Care UK via NHS 111.

The practice website can be viewed at:
www.thearrowsurgery.nhs.uk/