

Woodville Surgery

Inspection report

71 Burton Road
Woodville
Swadlincote
Derbyshire
DE11 7JE
Tel: 01283 217036
www.woodvillesurgery.co.uk

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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 programme at Woodville Surgery on 18 February 2019 as part of our inspection programme following a new registration of the practice.

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 reasonable timescale.
- 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:**

- Review and improve the system for identifying and actioning learning from any significant events and complaints.
- Review the system for recording and storing blank prescriptions.
- Continue to monitor the appointment system and patient satisfaction.

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 advisor, and a practice manager specialist advisor.

Background to Woodville Surgery

Woodville Surgery provides services to approximately 9,450 patients in the area of Woodville. The practice is located at 71 Burton Road, Woodville, Swadlincote, DE11 7JE.

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

The practice has a General Medical Services (GMS) contract with NHS England. This is a contract for the practice to deliver primary care services to the local community.

The practice is located within the area covered by Southern Derbyshire Clinical Commissioning Group (CCG). The CCG is responsible for commissioning services from the practice. A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

The practice had two GP partners (one male and one female), three salaried GPs (two male and one female), one advanced nurse practitioner, two practice nurses, two healthcare assistants, one clinical pharmacist, one practice manager, one assistant practice manager and a team of administration and receptionist staff.

The practice website provides information about the healthcare services provided by the practice.

The practice is open between 8am and 6.30pm Monday to Friday. Patients from the practice can access extended access hubs at a local clinic each evening until 8pm and on a Saturday and Sunday from 9am to 12pm.

When the practice is closed, patients are asked to contact NHS 111 for out-of-hours care.