

# Oakfield Surgery

## Inspection report

Oakfield Road  
Aylesbury  
HP20 1LJ  
Tel: 01296423797  
[www.oakfieldsurgery.co.uk](http://www.oakfieldsurgery.co.uk)

Date of inspection visit: 11 July 2023  
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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



# Overall summary

We carried out an announced follow up inspection at Oakfield Surgery in Buckinghamshire on 11 July 2023 to follow up on the breach of regulation identified at the June 2022 inspection. Overall, the practice is rated as Good.

The key questions are rated as:

- Safe: Good – carried over from the June 2022 inspection
- Effective: Good (followed up and re-rated at the July 2023 inspection)
- Caring: Good – carried over from the June 2022 inspection
- Responsive: Good – carried over from the June 2022 inspection
- Well-led: Good – carried over from the June 2022 inspection

## Why we carried out this inspection

We previously carried out an announced comprehensive inspection at Oakfield Surgery in June 2022 as part of our inspection programme. We rated the service as Good overall, however we rated the provision of Effective services as Requires Improvement. We issued the practice with a requirement notice for a breach of Regulation 9 (Person-centred care) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 following this inspection.

The Effective key question was rated Requires Improvement and the requirement notice was issued because:

- The practice did not have effective systems and processes to ensure person centred care. For example, not all patients with long term conditions, specifically chronic kidney disease and hypothyroidism, had received the required monitoring in line with national guidance.

The full reports for previous inspections can be found by selecting the 'all reports' link for Oakfield Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing facilities
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements) and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider including the improvement action plan
- A short site visit

## Our findings

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.

# Overall summary

**We have rated this practice as Good overall and Good for all key questions.**

At this follow up inspection in July 2023, we found improvements had been made and the service was now meeting regulations, we have amended the rating accordingly. The overall rating for Oakfield Surgery remains GOOD and is now rated GOOD for the provision of Effective services. We previously rated the service as GOOD for providing Safe, Caring, Responsive and Well-led services at our comprehensive inspection in June 2022.

We found that:

- The practice was able to demonstrate improvements had been made to the areas of the Effective key question that had been raised as a concern at the inspection in June 2022. This included evidence of how the practice managed patients with long-term conditions, specifically CKD and hypothyroidism.
- Patients received effective care and treatment that met their needs and were monitored in line with national guidance.
- The practice had complied with the requirement notice that had been issued in June 2022.

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

- Continue to take action to improve the uptake of cervical screening.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Healthcare

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead Inspector and included a GP Specialist Advisor. The Inspector undertook interviews during a site visit to the practice on 11 July 2023. The GP Specialist Advisor spoke with staff using video conferencing facilities and completed clinical searches and records reviews on 6 July 2023 without visiting the practice.

## Background to Oakfield Surgery

Oakfield Surgery is a GP practice located on Oakfield Road on the outskirts of the Aylesbury town centre. The practice provides general medical services to approximately 5,980 patients.

The practice is part of the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (ICB). (An ICB is a statutory NHS organisation that decides how to spend the NHS budget and plans how to improve people's health, deliver high-quality care and get better value for money locally).

The practice is also part of a wider network of GP practices, this is known locally as the Maple Bucks Primary Care Network (PCN) and comprises of 3 GP practices collaboratively working together for a combined population of 45,000 patients.

Services are provided from:

- Oakfield Surgery, Oakfield Road, Aylesbury, Buckinghamshire HP20 1LJ

The practice website is:

- [www.oakfieldsurgery.co.uk](http://www.oakfieldsurgery.co.uk)

The provider is registered with CQC to deliver the following Regulated Activities:

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

Information published by the UK Health Security Agency (UKHSA) shows the age distribution of the registered patients is largely similar to the national averages. The practice population also includes a proportion of patients from the boating and canal community based at the nearby marina. This has an impact on screening and recall programmes.

Further information published by UKHSA shows that deprivation within the practice population group is in the second highest decile (9 of 10). The lower the decile, the more deprived the practice population is relative to others. According to the latest available data, the ethnic make-up of the practice area is 83% White, 10% Asian, 3% Black, 3% Mixed, and 1% Other.

There are 3 GPs at the practice who are supported by 2 GP Registrars. The practice is a training practice for GP Registrars. GP Registrars are qualified doctors who undertake additional training to gain experience and higher qualifications in general practice and family medicine.

The nursing team consists of a practice nurse and 2 health care assistants. The practice also accesses a clinical pharmacist, 2 pharmacy technicians, a social prescriber and a physiotherapist through the local PCN agreement.

A practice manager and a small team of reception and administrative staff undertake the day to day management and running of the practice.

The practice has core opening hours between 8am and 6pm, Monday to Friday. Patients can also access pre-bookable early morning appointments between 7.30am and 8am every weekday morning. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

When the practice is closed out of hours services are provided by FedBucks GP out of hours service which patients can access via the NHS111 service.