

Almondsbury Surgery

Inspection report

Sundays Hill
Almondsbury
Bristol
BS32 4DS
Tel: 01454613161
www.almondsburysurgery.nhs.uk

Date of inspection visit: 24 Jan to 24 Jan 2019
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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 at Almondsbury Surgery on 24 January 2019 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.
- This was a strong, visible person-centred service where staff were motivated and inspired to offer care that was kind and promoted.
- Patients received effective care and treatment that met their needs. The practice operated a named GP patient list and patients were encouraged to book with their named GP for continuity of care.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. 100.0% of respondents in the GP patient survey who stated that during their last GP appointment they had confidence and trust in the healthcare professional they saw or spoke to (01/01/2018 to 31/03/2018).

- They worked in partnership with patients to develop services. Feedback from patients was consistently positive with the National GP Survey results consistently above the local and national averages.
- The practice had a strong community presence, the practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way through an accessible appointment system same day appointment access on weekday mornings up until 10:30am to anyone registered at the practice. This had a positive impact on the availability of routine appointments which were usually available within three days.
- 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:**

- Take action to protect the integrity of the emergency medicine and equipment.
- Continue to monitor mandatory training updates are completed and specifically for safeguarding.

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 Almondsbury Surgery

Dr P Taylor and Partners (Hanham Health) is the provider of the service; the location is sited at:

Almondsbury Surgery

Sundays Hill,

Almondsbury,

Bristol BS32 4DS

The location merged with Dr P Taylor and partners on 1 April 2018.

The location serves approximately 5000 patients and sees patients who live in Almondsbury and the surrounding areas of South Gloucestershire. The national general practice profile shows the practice has a higher than average local and national population of patients aged 18 and under and over 65 years. The population is predominantly white (96.2%) and 3.8% of the population from black, Asian and minority ethnic people.

The practice population has low levels of deprivation. The Index of Multiple Deprivation 2015 is the official measure of relative deprivation for England. The practice population is ranked at decile 10 which is the lowest level of deprivation.

There is one GP partner and one salaried GPs; one male and one female who are based at the practice supported by other GPs employed by the partnership. (There are 33 GPs working at Hanham Health including 10 partners).

There were six female members of the nursing team which consisted of one advanced nurse practitioner, two practice nurses, one health care assistant and two part-time phlebotomists.

The practice is open from 8.30am to 12.30pm and 2pm to 7pm on Mondays, and Thursdays; 8.30am to 12.30pm and 2pm to 6pm on Wednesday and Friday; and from 8.30am to 12.30pm and 2pm to 7.30pm on Tuesday. The practice has opted out of providing out-of-hours services to their own patients. Patients can access NHS 111 and out of hours services from information on the practice website.

The practice is registered to provide the following regulated activities:

Family planning

Diagnostic and screening procedures

Treatment of disease, disorder or injury

Surgical procedures

Maternity and midwifery services

The practice provides additional services on the premises holding clinics for treatment of Deep Vein Thrombosis and minor surgery for GP Care Ltd.

Are services safe?

Detailed findings narrative goes here...

Are services effective?

Detailed findings narrative goes here...

Are services caring?

Detailed findings narrative goes here...

Are services responsive to people's needs?

Detailed findings narrative goes here...

Are services well-led?

Detailed findings narrative goes here...