

# Feltwell Surgery

## Inspection report

The Surgery  
Old Brandon Road, Feltwell  
Thetford  
Norfolk  
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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 Feltwell Surgery on 23 January 2020 as part of our regulatory response to breaches of regulation identified at our previous inspection.

At the last inspection in June 2019 we rated the practice as requires improvement overall and inadequate for providing safe services because:

- The provider did not ensure the proper and safe management of medicines by assessing and mitigating risks to patients associated with changes to the prescribing system.

We served the provider with a warning notice for breaches of Regulation 12 of the Health and Social Care Act (Regulated Activities) Regulations 2014 Safe Care and Treatment.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 because:**

- The practice provided care in a way that kept patients safe and protected them from avoidable harm, including the safe management of medicines.

- 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. The practice had taken action to remove and reduce risks to patients identified at our last inspection.

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

- Implement a standard operating procedure for the maintenance of the vaccine cold chain in line with best practice.
- Consider further best practice guidance that medicines in their original packaging should not be included in monitored dosage systems.
- Formally assess the safety, security, confidentiality and traceability of the medicines delivery service.

## **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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection was led by a CQC inspector. The inspection team included a GP specialist advisor and two CQC medicines optimisation team inspectors.

## Background to Feltwell Surgery

Feltwell Surgery is located at The Old Surgery, Old Brandon Road, Feltwell, Thetford, Norfolk, IP26 4AY.

The practice is registered with the CQC to carry on the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice provides NHS services through a General Medical Services (GMS) contract to 5191 patients. The practice is part of the NHS West Norfolk Clinical Commissioning Group (CCG).

The practice is led by three GP Partners (two male and one female) with the support of the practice manager and assistant practice manager. The clinical team includes one salaried GP, two nurses, one assistant

practitioner and one advanced healthcare assistant. The dispensary team includes one manager and one assistant manager, seven dispensers and one assistant dispenser. There is a team of nine administrative and reception staff as well as a cleaner and a delivery driver.

The practice is open between 8am and 6.30pm Monday to Friday with extended hours on a Tuesday morning from 7.30 am and Thursday evening until 7pm.

The practice has opted out of providing an out-of-hours service. Patients calling the practice when it is closed are directed to the local out-of-hours service provider via NHS 111.

The patient profile for the practice is in line with the local and national average and the practice area has a deprivation index score of 6 (1 being most deprived, 10 being least deprived).