

Trescobeas Surgery

Inspection report

Trescobeas Road
Falmouth
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www.trescobeas-surgery.co.uk/

Date of inspection visit: 18 May 2022
Date of publication: 19/07/2022

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 well-led?

Good 

Overall summary

We carried out an announced inspection at Trescobeas Surgery on 18 May 2022. Overall, the practice is rated as Good.

We have rated each key question as

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 23 June 2021 the practice was rated Requires Improvement overall and for the safe, effective and well led domains. The caring and responsive domains were rated as good.

The full reports for previous inspections can be found by selecting the 'all reports' link for Trescobeas Surgery on our website at www.cqc.org.uk

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

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
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- 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.

We have rated this practice as Good overall

We found that:

- The practice had embedded systems and process that were not in place at the previous inspection.

Overall summary

- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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-centred care.

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

- Monitor the systems put in place to improve uptake of cervical screening to ensure they are effective.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Trescobeas Surgery

The main practice is situated in Falmouth in Cornwall. There are also branch practices at Mylor and Flushing. The branch at Flushing is currently not being used.

The practice provides a general medical service to 10,800 patients in urban and rural locations covering the whole of Falmouth and east to Penryn and south to Mawnan Smith. The practices population is in the sixth decile for deprivation; one being the most deprived and ten being the least deprived; when compared to the national average. The practice population ethnic profile is predominantly White British. There is a practice age distribution of male and female patients' broadly equivalent to national average figures. The average male life expectancy for the practice area is 79 years which matched the national average of 79 years; female life expectancy is 84 years which is slightly higher than the national average of 83 years.

There is a team of seven GP partners and two salaried GPs. The team are supported by a practice manager, a lead nurse, three practice nurses, four healthcare assistant/phlebotomists (a person trained to take blood samples) and additional administration staff. The practice is a training and teaching practice for GPs in training, and medical students. No medical students are at the practice at the current time.

At the Mylor practice, dispensing services are provided to registered patients who lived more than a mile away from a community pharmacy. The dispensary is open during surgery times.

Patients using the practice also have access to community nurses, mental health teams and health visitors and other health care professionals.

The practice is open from 8am to 6.30pm Monday to Friday with extended hours between 6.30pm to 8pm from Monday to Friday or on Saturday and Sunday mornings on a rota with the other practices within the Primary Care Network. The practice operates a telephone call-back/telephone consultation system. Outside of these times patients are requested to telephone the practice, where the calls are transferred to the out of hours service on the NHS 111 number.

The practice has a General Medical Services (GMS) contract with NHS England. The Trescobeas Surgery provides regulated activities from the main site at Trescobeas Road, Falmouth, Cornwall TR11 2UN and from a branch at Mylor and Flushing.