

Cannington Health Centre

Inspection report

Mill Lane
Cannington
Bridgwater
Somerset
TA5 2HB
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Date of inspection visit: 07 Nov to 07 Nov 2019
Date of publication: 27/12/2019

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 have rated this practice as good overall and good for all population groups.

We carried out an announced focused inspection at Cannington Health Centre on 7 November 2019. We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective and well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, caring and responsive.

The key questions are rated as:

Are services effective? Good

Are services well-led? Good

As part of our inspection process, we also look at the quality of care for specific population groups. The population groups are rated as:

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

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 found that:

- 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 listened to staff and patients, acting on issues to improve the service.
- 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 uptake rates for cervical smear screening.
- Record medicines used for minor surgery in patient records.
- Update the whistleblowing policy with relevant NHS England contact details.
- Authorise the dispensary standard operating procedure.
- Continue to review and update where necessary risks assessments relating to health and safety at work.
- Complete annual appraisals for all staff in line with practice policy.
- Continue to monitor and reduce exception reporting for patients with a long-term condition.

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

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.

Background to Cannington Health Centre

Cannington Health Centre is located at Mill Lane, Cannington, Bridgwater, Somerset TA5 2HB. The surgery is a dispensing practice which means they can dispense medicines to 85% of the registered patients.

The provider is registered with CQC to deliver the Regulated Activities; Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures and Treatment of disease, disorder or injury.

Cannington Health Centre is situated within the Somerset Clinical Commissioning Group (CCG) and provides services to approximately 5,300 patients under the terms of a general medical services (GMS) contract. (This is a contract between general practices and NHS England for delivering services to the local community).

The provider is run by four GP partners (two female and two male). They provide care and treatment from the practice and their branch surgery (Thursday afternoons): Church Rooms, Castle Street, Stogursey TA5 1TQ. We did not visit this location as part of our inspection.

The practice clinical team includes an advanced nurse practitioner, and three practice nurses. A practice manager, health care assistants, and reception and administrative staff form part of the wider team.

The practice has a higher than national average of patients between 65 years and 74 years and patients over the age of 85 years. The National General Practice Profile states that 99% are characterised as white. Information published by Public Health England, rates the level of deprivation within the practice population group as seven. On a scale of one to ten level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy is in line with national averages.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.