

The Orchard Surgery

Inspection report

276 High Street
Langley
Slough
Berkshire
SL3 8HD
Tel: 01753542424
www.theorchardsurgery.co.uk

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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?

Requires improvement 

Are services well-led?

Good 

Overall summary

We decided to undertake an inspection of this service on 14 January 2020 following our annual review of the information available to us, in May 2019. This inspection looked at the following key questions; was the service providing effective, responsive and well led services for the registered patient population. We decided not to inspect whether the practice was providing safe or caring services as there was no information from the annual regulatory review which indicated this was necessary.

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.

At this inspection we found:

- The practice provided effective care to patients.
- Patient care was coordinated with staff internally and externally to ensure appropriate planning and consideration of their needs.

- Staff were developed and supported to ensure services were of high quality.
- There was difficulty for some patients to book appointments and to access the phone system. Patient concerns regarding access to services were being reviewed and action taken to improve their experience.
- There was consideration of the various needs of the local patient population.
- Cancer screening rates were low.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Governance systems were operated including quality improvement initiatives.
- The practice was engaged in local initiatives and worked effectively alongside partners in the local healthcare system.

The areas where the provider must make improvements:

- Assess, monitor and improve the quality and safety of the services provided

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

Our inspection team

The inspection team was led by an inspector and included a GP specialist adviser.

Background to The Orchard Surgery

The Orchard Surgery provides services from 276 High Street, Langley, Slough, Berkshire, SL3 8HD.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures, maternity and midwifery and treatment of disease, disorder or injury.

The Orchard Surgery is situated in Berkshire East Clinical Commissioning Group (CCG) and provides services to 9,600 registered patients. Services are provided on the ground floor and there are accessible rooms for patients with limited mobility. The premises were easily accessible for patients including those with limited mobility.

There are eight GPs working at the practice, including three partners, three salaried GPs and two long term

locums. Trainee GPs also work at the practice. The practice employs two practice nurses and two healthcare assistants. The clinical team was supported by a practice a manager and several administration and reception staff.

The practice has a lower proportion of patients over 65 years of age (8%) compared to the national average (17%). The proportion of children aged five to 14 years is 17% which is high compared to the national average of 12%. The practice has a similar proportion of patients with long standing health condition compared to the national population, 49% compared to 51%.

Approximately 47% of the practice population come from minority ethnic or mixed ethnicity backgrounds. The local area is rated as being in the sixth most deprived decile (this is calculated across the whole population and each area receives a ranking from one to ten). The practice population has increased steadily from under 7,000 in 2012 to 9,600 in 2019.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met... Assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity (including the quality of the experience of service users in receiving those services); specifically access to appointments for patients and uptake of cancer screening rates. Regulation 17(1)
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	