

Stoke Surgery

Inspection report

Belmont Villas,
Stoke,
Plymouth
Devon
PL3 4DP

Tel: 01752 562569

Date of inspection visit: 22/01/2019

Website <http://www.stokesurgeryplymouth.nhs.uk/> Date of publication: 07/03/2019

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 carried out an announced comprehensive inspection at Stoke Surgery on 22 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.
- 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.
- Staff feedback was overwhelmingly positive. Staff acknowledged that the practice was a busy place to work but added that it was a good place to work.

The areas where the provider should make improvements are:

- Continue to try and develop a Patient Participation Group to encourage patient involvement and ensure the patient's voice is heard.
- Continue to monitor the Quality Outcome framework (QOF) targets to further improve the percentage of patients with asthma, receiving a review to ensure their inhaler control is adequate.
- (Continue to) review cancer indicators to improve the number of new cancer cases treated following two week wait (TWW) referrals) and improve cervical cancer screening.

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 and a GP specialist advisor.

Background to Stoke Surgery

Stoke Surgery is situated in the city of Plymouth. The practice is comprised of one site. The address of the practice is Belmont Villas, Stoke, Plymouth Devon PL3 4DP. We visited this site during our inspection. The practice provides a service to approximately 8,200 patients of a diverse age group and offers the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical procedures and
- Family planning

The deprivation decile rating for this area is two (with one being the most deprived and 10 being the least deprived). The practice is located in a deprived area of Plymouth. The 2011 census data showed that 95% of the local population identified themselves as being White British. The mix of male and female patients were equal.

There is a team of three GP partners and one salaried GP. The GP team were supported by a practice manager, a nurse prescriber, three practice nurses, one health care assistant, a pharmacy technician and additional administration staff.

Patients using the practice also have access to health visitors, counsellors, carer support workers, district nurses and midwives. Other health care professionals visited the practice on a regular basis.

The premises are open from 8.30-6pm Mondays to Fridays. Outside of these times patients are directed to contact the out of hour's service and the NHS 111 number. This is in line with local contract arrangements.

The practice offers a range of appointment types including face to face same day triage appointments, face to face routine appointments and advance appointments (two to three weeks in advance) as well as online services such as e consultations, access to records, online appointments and repeat prescription requests.