

# Swavesey Surgery

## Inspection report

58 Boxworth End  
Swavesey  
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Date of inspection visit: 3 December 2019  
Date of publication: 07/01/2020

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 effective?

Good 

Are services caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Good 

# Overall summary

We had previously inspected the service in April 2015 and rated the practice as good overall; good for effective, responsive and well-led services and requires improvement for providing safe services. We inspected again in June 2016 at which point we rated the service as good overall and good for all key questions. We carried out an announced comprehensive inspection at Swavesey Surgery on 3 December 2019 as part of our inspection programme.

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: Are services effective, caring, responsive and well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Are services safe? The practice is rated as good for providing safe services.

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 Outstanding for all population groups. This is because we have rated the practice outstanding for providing responsive services.

We found that:

- The practice worked with patients to deliver high quality, accessible health care, with care and treatment that was individualised to the needs of patients.
- There was a truly holistic approach to assessing, planning and delivering care and treatment to all patients who used the services.
- Patients were supported, treated with dignity and respect and were involved partners in their care.
- Feedback from patients was consistently positive and was higher than local and national averages.

**We have rated the practice and all population groups Outstanding for providing responsive services because;**

- People's individual needs and preferences were central to the delivery of tailored services.
- There was a proactive approach to understanding the needs and preferences of different groups of people and to delivering care in a way that meets these needs, which was accessible and promoted equality. This included people with protected characteristics under the Equality Act, people who may be approaching the end of their life, and people who are in vulnerable circumstances or who have complex needs.
- Data from the GP patient survey was consistently significantly higher than the CCG and national average. These findings were reflected in the additional survey undertaken by the provider. We received 83 comments cards with 81 wholly positive about the responsiveness and easy access to the practice and clinical staff.

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

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor

## Background to Swavesey Surgery

Swavesey Surgery in Boxworth End, Swavesey provides services to patients living in Swavesey and the surrounding area, including the villages of Over, Willingham, Fen Drayton, Longstanton, Lolworth, Boxworth and Bar Hill. The practice dispenses medicines to patients who live more than one mile (1.6km) from their nearest pharmacy.

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 is managed by an individual GP. The registered male GP is supported by one regular female locum GPs. The practice also employs three practice nurses, a dispensary manager and a dispenser. The

clinical team is supported by a practice manager, a deputy practice manager (who also covers as a dispenser) and a team of three receptionists/administration staff.

The practice has a patient population of approximately 3,029. GP appointments are available every weekday between 08:00 and 13:00 and then from 14.00 until 17.00 on Monday and Thursday, until 6pm on Tuesday and Thursday and until 4pm on Fridays.

There are a higher than average number of patients aged over 65. Data published by Public Health England rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

Out of hours care is provided by Herts United Care via the NHS 111 service.