

# Cambridge Access Surgery

## Inspection report

125 Newmarket Road  
Cambridge  
CB5 8HB  
Tel: 01223358961

Date of inspection visit: 1 December 2021  
Date of publication: 24/12/2021

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

Not inspected

# Overall summary

We carried out an unannounced inspection at Cambridge Access Surgery on 1 December 2021. This inspection was focused on the management of access to appointments.

The full reports for previous inspections can be found by selecting the 'all reports' link for Cambridge Access Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was undertaken in response to data we reviewed which suggested potential issues with access to appointments as the practice data suggested that they had a higher number of patients attending A+E.

## How we carried out the inspection

The inspection was led by a CQC lead inspector and a second CQC inspector who spoke with staff.

The inspection included a site visit which focused on the management of access to appointments.

Interviews were carried out with practice staff.

We found that:

- People were able to access appointments in a timely way.
- The practice offered a range of appointment types which met the needs of their population.
- The practice was proactive in their community and outreach work ensuring those patients who could not attend the practice received healthcare, including COVID-19 vaccinations.
- There were systems in place to support people who face communication barriers to access treatment.
- There were systems in place to monitor access to appointments and demand ensuring all patients received timely access to appropriate health care.

**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

The inspection was led by a CQC lead inspector and a second CQC inspector who spoke with staff.

## Background to Cambridge Access Surgery

Cambridge Access Surgery is located in Cambridge at: 125 Newmarket Road,  
Cambridge, CB5 8HB

Cambridge Access Centre is a provider of specialist GP services and offers a range of services to patients that are homeless, at risk of homelessness or those in sheltered accommodation.

The practice is not contracted to register patients under 18 years of age. The practice has a patient population of approximately 500 patients. Many of these patients are drug and/or alcohol dependent.

The main population group is aged 26-40. The practice offers substance misuse clinics twice per week, as well as general medical services for their population. The practice also offers drop-in clinics at the local homeless shelters twice per week and also reaches out to the population by visiting patients that are homeless and encouraging attendance to the practice. The practice also uses this method to register patients with the practice.

The clinic is based close to the city centre of Cambridge. The practice holds a list of registered patients and offers services to patients who have no fixed abode but reside in Cambridge or consider Cambridge their place of choice to access health services.

The provider, Mallig Health, is registered with the Care Quality Commission to provide services at Cambridge Access Surgery. The property is rented by the provider and consists of a patient waiting room, reception area and administration office on the ground floor and consulting

rooms which are located on the ground floor and lower ground floor of the property. There is no on-site car parking outside the practice for patients, however, there is a public car park nearby.

The practice employs one male and four female GPs, two practice nurses who hold prescribing qualifications and a healthcare assistant. There is a practice manager and four administrators who also carry out reception duties.

The practice is supported by the provider, Mallig Health, and staff report easy access to nursing and human resources departments when required.

The practice is open from 9am until 4.30pm Monday to Friday and offers early morning appointments one day a week. The practice is closed between 11am and 2pm daily.

Patients who need emergency medical assistance out of corporate operating hours are requested to seek assistance from the NHS 111 telephone service.

The practice is part of a wider network of GP practices in Cambridge City.