

Bilsthorpe Surgery

Inspection report

35 Mickledale Lane
Bilsthorpe
Newark
NG22 8QB
Tel: 01623870230
www.bilsthorpesurgery.co.uk

Date of inspection visit: 8 June 2022
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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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection Bilsthorpe Surgery on 8 June 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 30 August 2016 the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Bilsthorpe Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This was a comprehensive inspection as this location had been registered by CQC following a change in service provider.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Conducting interview with key stakeholder using video conferencing
- Interview with patients

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- what we found when we inspected
- information from our ongoing monitoring of data about services
- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall

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 adjusted how it had delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.
- All opportunities for learning from internal and external incidents were maximised. All learning was shared with staff and external organisations regularly.
- Leaders demonstrated they had the capacity and skills to deliver high quality, sustainable care and understood the challenges facing the practice.
- There was emphasis on staff wellbeing, and this was demonstrated through discussions with staff and evidence of appraisals. Staff were encouraged to develop and were provided with training opportunities.
- Risk management processes were in place and we found assessments of risks had been completed. These included fire safety, health and safety, and infection control. This ensured that risks had been considered to ensure the safety of staff and patients and to mitigate any future risks.

Whilst we found no breaches of regulations, the provider **should**:

- Implement formal review of prescribing and consultations carried out by staff employed in advanced clinical practice.
- Update and maintain the practice website to include appropriate support and information to patients.

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

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Bilsthorpe Surgery

Bilsthorpe Surgery is located in Bilsthorpe at:

35 Mickledale Lane

Bilsthorpe

Newark

NG22 8QB

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

The practice provides a dermatology service from the surgery which is supported by 11 GPs over three clinics – Bilsthorpe, Church Warsop and Kirkby in Ashfield.

The practice is situated within the Newark and Sherwood Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 3700. This is part of a contract held with NHS England.

The practice is part of a wider network of seven GP practices in the local area and have formed the Sherwood primary care network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98.5% White, 1% Mixed, 0.03% Asian, 0.02% Other and 0.01% Black.

The age distribution of the practice population includes a higher rate of elderly patients compared with the local and national averages. There are slightly more female patients registered at the practice compared to males.

There are two GPs partners at the practice with a salaried GP. The practice has a team of two nurses and a physician associate who provide clinics for long-term conditions. A health care assistant supports the clinical team. A health visitor is available at the practice and a midwifery clinic is undertaken weekly. The GPs are supported at the practice by the practice manager and a team of reception/administration staff. The practice can refer patients to a variety of external professionals including district nursing teams, physiotherapists, dieticians and counsellors.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needed to see a patient face-to-face then the patient would be offered an appointment.

Extended access is provided locally to all patients by requesting through the practice reception where late evening and weekend appointments can be booked. Out of hours services are provided by Primary Care (PC24) urgent care centre based next to the Kings Mill Hospital Emergency Department.