

Cambridge House Surgery

Inspection report

231-251 Dawlish Drive
Bentilee
Stoke-on-trent
ST2 0EU
Tel: 01782219075
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Date of inspection visit: 11 November 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 comprehensive inspection) at Cambridge House Surgery on 11 November 2022. Overall, the practice is rated as good.

Safe - Good

Effective – Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Staff feedback questionnaires

Our findings

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 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.
- 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.

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

Overall summary

- Review the locum recruitment file process.
- Consider documenting the informal practice strategy.
- Consider further clinical audit second cycles.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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 Cambridge House Surgery

Cambridge House Surgery is located in Bentilee, Stoke on Trent, Staffordshire at:

Bentilee Neighbourhood Centre

231-251 Dawlish Drive

Bentilee

Stoke on Trent

ST2 0EU

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

The practice is part of a wider network of GP practices; Hanley, Bucknall & Bentilee.

The practice is situated within the Integrated Care System (ICS) Staffordshire and Stoke on Trent and delivers General Medical Services (GMS) to a patient population of about 2,885. This is part of a contract held with NHS England.

Information published by NHS UK Health Security Agency (formerly known as Public Health England) shows that deprivation within the practice population group is in the second lowest decile (two 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 95.4% white, 1.5% mixed, 1.9% Asian, 1.2% other non-white ethnic groups.

The clinical team includes a Lead GP partner and advanced nurse practitioner. The practice has a lead practice nurse who provide nurse led clinics for long-term conditions. The practice is supported by a team of reception/administration staff. The practice manager and office manager provide managerial oversight.

The practice is open between 7.30am to 6pm Monday, Tuesday, Wednesday and Friday, and 7.30am to 1pm on Thursday. The practice offers a range of appointment types including book on the day, telephone consultations and two-week advance GP bookings.

Extended access is provided locally by the practice on site from 7.30am to 8am Monday to Friday and through extended access via the North Staffordshire GP Federation, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.