

Chagford Health Centre

Inspection report

The Health Centre
Chagford
Newton Abbot
Devon
TQ13 8BW

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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focussed inspection at Chagford Health Centre on 20 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 significant change (either deterioration or improvement) to the quality of care provided since the last inspection in November 2015.

This inspection focused on the following key questions:

- Are services effective?
- Are services responsive?
- Are services 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? (Good)
- Are services caring? (Good)

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 provided the practice with Care Quality Commission feedback cards prior to the inspection and we received 85 completed cards. Patients were extremely positive about their experiences, practice staff and the care and treatment they received.

We have rated this practice as **good** overall, **good** for providing effective, responsive and well led services and **good** for all population groups because:

- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- Staff had the skills, knowledge and experience to deliver effective care, support and treatment.
- Staff worked together and with other organisations to deliver effective care and treatment.
- There was compassionate, inclusive and effective leadership at all levels. This included working with and supporting the practice Patient Participation group (PPG).
- The practice had a clear vision and set of values that prioritised quality and sustainability.
- The practice had a culture that drove high quality sustainable care.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There were clear and effective processes for managing risks, issues and performance.

The areas where the provider **should** make improvements are:

- Continue to monitor and engage with parents about childhood immunisation to increase uptake.
- Continue to review arrangements to improve the uptake of cervical screening.

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

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 included a GP specialist advisor

Background to Chagford Health Centre

Chagford Health Centre, The Health Centre, Chagford, Newton Abbot, Devon, TQ13 8BW is located within the Devon local authority and is one of 126 practices serving the NHS Devon Clinical Commissioning Group (CCG) area.

It is a rural practice and provides general medical services to approximately 3,000 patients. The practice is a teaching practice for medical students and a training practice for trainee GPs.

The practice has a lower proportion of registered patients (55.5%) who are of working age when compared to the CCG and national averages of 57.8% and 62% respectively. It has a higher percentage (29.2%) of elderly patients over 65 years of age when compared to the CCG and national averages of 23.6% and 17.3% respectively.

There are accessible facilities, with nurse treatment rooms, GP consulting rooms, a waiting and reception area and admin facilities on the ground floor.

Information published by Public Health England rates the level of deprivation within the practice population group as seventh on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is led by one male and one female GP Partner who are contracted to provide medical services under a Personal Medical Services (PMS). PMS contracts offer local flexibility compared to the nationally negotiated General Medical Services (GMS) contracts by offering variation in the range of services which may be provided by the practice, the financial arrangements for those services and the provider structure. They are also registered with the CQC for the following regulated activities: diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. Clinically, the Partners are supported by two practice nurses and one healthcare assistant.

For non-clinical activities, the Partners are supported a Practice Manager and four additional admin and reception staff.

Out of hour's services are not provided as these are provided by Devon Docs, whose contact details are available in the practice and on the website.