

Malthouse Surgery

Inspection report

The Charter
Abingdon
Oxfordshire
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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 a focused inspection at Malthouse Surgery on 16 July 2019.

At our previous inspection in September 2018 we found the practice had breached a regulation relating to management of risk. Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Was the practice providing safe, effective, caring and responsive services. We therefore focused this inspection on whether the practice had improved risk management to ensure provision of well-led services.

Overall the practice is rated good with a good rating for providing safe, effective, caring, responsive and well-led services. All population groups are also rated good.

Our inspection found that:

- The practice systems were operated consistently to identify, assess and manage risk.

- The practice strategy was monitored and adjusted when challenges or opportunities were identified.
- Staff received support, learning and development and were involved in the management of the practice.
- The culture of the practice and the way it was led and managed drove the delivery and improvement of high-quality, person-centred care.

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

- Review the benefits of forming a patient participation group that meets with practice leaders to share feedback about the services provided.

Details of our findings and the evidence supporting the change in rating 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

This inspection was carried out by a CQC lead inspector because it was a focused follow up inspection.

Background to Malthouse Surgery

Malthouse Surgery is located in the centre of Abingdon. The practice rent the premises from the local council and share the building with staff from a local NHS Trust. Patients are registered from the main town of Abingdon and from local villages and rural communities.

Over 17,700 patients are registered with the practice. Twenty per cent of the registered patients are over the age of 65, this is above the Oxfordshire average. Whilst income deprivation is not a major factor for providing care to the total registered population there is one ward within the practice area where income deprivation is significant. Data shows 6% of the practice population are from mixed race or ethnic minority groups. There are a higher than average number of patients registered who are diagnosed with diabetes.

Care and treatment is delivered by 12 GPs, an overseas GP undertaking a placement, a clinical pharmacist, a physiotherapist, two paramedics, four practice nurses, four health care assistants and two phlebotomists

(phlebotomists are staff trained to take blood tests). The clinical team are supported by a practice manager, assistant practice manager and a team of administration and reception staff.

The practice is a member of Oxfordshire Clinical Commissioning Group (CCG) and the South West Oxford Locality sub group of the CCG.

The Malthouse Surgery, The Charter, Abingdon, Oxfordshire, OX14 3JY and Appleton Surgery, Appleton Village Hall, Oakesmere, Abingdon, OX13 5JS

We visited the Malthouse surgery but did not visit The Appleton Surgery as part of this inspection.

The practice is registered with the CQC to provide the regulated activities of: Treatment of disease, disorder and injury, Diagnostic and screening procedures, Family planning services, Maternity and midwifery services and Surgical procedures.