

# The Orchard Surgery

## Inspection report

276 High Street  
Langley  
Slough  
SL3 8HD  
Tel: 01753542424  
[www.theorchardsurgery.co.uk](http://www.theorchardsurgery.co.uk)

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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 responsive to people's needs?

Good 

# Overall summary

We undertook a focused inspection of this service in January 2020. The inspection looked at the key questions: effective, responsive and well-led. Following our previous inspection, the practice was rated 'Good' overall, however, we identified concerns relating to access to the service and lower than average patient feedback. We, therefore, rated the responsive key question as Requires Improvement. We issued a Requirement Notice for Regulation 17: Good governance as a result of this inspection.

The full comprehensive report on the January 2020 inspection can be found by selecting the 'all reports' link for The Orchard Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We carried out a desk-based review on the 13 September 2021 to confirm that the practice had carried out their plan to improve the areas that we had identified in our previous inspection.

At this review we found that since our last inspection and despite the COVID-19 pandemic, the practice had made improvements. Using information provided by the practice, we have amended the rating for this practice to reflect these changes. The practice is now rated as Good for the provision of responsive services, all the population groups are now rated Good and the overall rating of Good remains.

At this inspection, **we found:**

- Actions had been taken to address the breaches of regulation identified in the Requirement Notice issued for Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The practice was able to demonstrate improvements had been made to the access to the service. Although the national GP patient survey results continues remain lower than the local and the national averages, these had improved on previous results.
- The practice has continued to make improvements since our previous inspection in January 2020, working closely with the local Primary Care Network (PCN) to enhance access to the service. The practice had also invested in an upgraded telephony system to improve its telephone access and had introduced an electronic consultation option to ensure patients were signposted to the right place for their care.
- The practice has taken steps to address the cervical screening low uptake rates. As a result, the practice's performance for cervical screening has improved since the last inspection. However, it remains below the national target.
- Services were planned and delivered in a way that met the needs of the local population. For example, in-house phlebotomy services were introduced for the convenience of the practice population.

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

- Continue to explore & improve patient satisfaction relating to access to the practice.
- Continue to monitor the impact of newly introduced methods of access to the practice.
- Continue to improve cervical screening uptake to be in line with national target.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

This desk-based review was completed by a Care Quality Commission (CQC) Inspector, who reviewed the information supplied electronically by the practice.

## Background to The Orchard Surgery

The Orchard Surgery is located at 276 High Street, Langley, Slough, Berkshire, SL3 8HD.

The provider is registered with CQC to deliver the following Regulated Activities:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury.

The Orchard Surgery is situated in Berkshire East Clinical Commissioning Group (CCG) and provides services to approximately 9,600 registered patients. Services are provided on the ground floor. The practice has its own dedicated car park.

There are eight GPs working at the practice, including three partners, three salaried GPs and two long term locums. The practice employs two practice nurses and two healthcare assistants. The clinical team was supported by a practice manager and several administration and reception staff.

The practice has a lower proportion of patients over 65 years of age (8%) compared to the national average (17%). The proportion of children aged five to 14 years is 17% which is high compared to the national average of 12%. The practice has a similar proportion of patients with long-term condition compared to the national population, 49% compared to 51%. Approximately 47% of the practice population come from minority ethnic or mixed ethnicity backgrounds. The local area is rated as being in the sixth most deprived decile (this is calculated across the whole population and each area receives a ranking from one to ten (where one being the most deprived and ten being the least).