

Wycliffe Surgery

Inspection report

Cattedown Primary Care Centre
8 Cattedown Road
Plymouth
Devon
PL4 0BZ
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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 comprehensive inspection at Wycliffe Surgery on 6 February 2020 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 April 2016.

This inspection focused on the following key questions:

- Are services effective?
- 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)
- Are services responsive? (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 19 completed cards. Patients were extremely positive about the practice staff, their experiences, and the care and treatment they received.

We have rated this practice as **good** overall; **good** for providing effective and well led services; **requires improvement** for the population group containing working age people (including those recently retired and students) and **good** for all other population groups because:

- The practice had successfully coped with a 2,500 patient increase in their list size due to the very recent closure of a local practice
- 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.

Although we did not find any breaches of regulation on this inspection, we did see one area where the provider **should** make improvements. These are:

- Continue to improve arrangements to increase 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)	Requires improvement	
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 Wycliffe Surgery

Wycliffe Surgery, Cattedown Primary Care Centre, 8 Cattedown Road, Plymouth, Devon, PL4 0BZ is located within the Plymouth local authority and is one of 125 practices serving the NHS Devon Clinical Commissioning Group (CCG) area.

The practice has been in its present purpose-built premises since 2009. It is fully equipped for persons with mobility issues and is dementia patient friendly. Sign language, interpreter and translation services, as well as a hearing loop are available. The building also houses a minor operating suite and, although limited, there are parking facilities for patients.

There are 7 consulting rooms, 3 treatment rooms, an administrative room, and reception and waiting areas on the ground floor. There are a further six administrative rooms on the first floor.

Wycliffe surgery is part of a Primary Care Network (PCN) called Drake Medical Alliance Network.

Wycliffe Surgery provides general medical services to approximately 7,500 patients and has a higher proportion of registered patients (65.4%) who are of working age when compared to the CCG average of 57.7% but a comparable proportion when compared to the national average of 62%. It has a lower percentage (14.8%) of elderly patients over 65 years of age when compared to the local average of 23.9% and national average of 17.4%.

Due to the closure of a nearby practice, and the successful integration of those patients, the practice population has increased by approximately 2,500 patients since November 2019.

Information published by Public Health England rates the level of deprivation within the practice population group as second 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 two female and one male GP partner who are contracted to provide general 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, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The partners are supported by four salaried GPs, one advanced nurse practitioner, two practice nurses, one nurse associate, one healthcare assistants (HCAs) and three phlebotomists. The practice patients also benefited from the work provided by a clinical pharmacist and a social prescriber.

For non-clinical activities, the partners are supported by a Finance Manager, an Organisation Manager, a Patient Services Manager and thirteen additional admin and reception staff.

Out of hour's services are provided by Devon doctors and accessed via NHS 111 whose contact details are available in the practice and on the website.