

# Oldfield Surgery

## Inspection report

45 Upper Oldfield Park  
Bath  
BA2 3HT  
Tel: 01225421137  
www.oldfieldsurgery.org.uk

Date of inspection visit: 17 January 2023  
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



# Overall summary

We carried out an announced focused inspection at Oldfield Surgery between 16 and 17 January 2023 to follow up on the Warning Notice issued to the provider following our inspection in August 2022 in regard to a breach in Regulation 12: Safe care and treatment.

This inspection was not rated therefore the ratings following our last inspection in August 2022 remain the same:

Safe - Requires improvement

Effective - Requires improvement

Caring – Good

Responsive - Good

Well-led - Requires improvement

Following our previous inspection on 26 August 2022, the practice was rated Requires improvement overall and for all key questions but Good for providing caring and responsive services.

We also issued the provider with requirement notices for breaches of Regulations 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, related to good governance.

The full reports for previous inspections can be found by selecting the 'all reports' link for Oldfield Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook a desk-based review to monitor the provider's progress against their action plan to confirm the practice had met the legal requirements in relation to the Warning Notice served at our previous inspection in August 2022.

## How we carried out the inspection

This remote desk-based review included:

- Conducting staff interviews using video conferencing facilities.
- 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.

## 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

# Overall summary

- information from the provider, patients, the public and other organisations.

We found:

- The practice had made improvements to how it provided care. Patients who were prescribed high-risk medicines received appropriate monitoring in line with national guidelines.
- The practice had improved systems and processes to ensure safety alerts were managed appropriately to provide safe care and treatment for patients who were affected.
- Patients with long-term conditions received effective monitoring, care and treatment that met their needs.

The provider **should**:

- Implement the action plan to monitor and review patients with asthma who are prescribed rescue steroids and report acute symptoms to ensure safe care and treatment is provided in line with national guidelines.
- Continue to work towards the uptake of cervical cancer screening for eligible patients.

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

**We will continue to monitor the providers action plan in regard to the regulatory notice and will report on progress when we next inspect and rate the service.**

## 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 Oldfield Surgery

Oldfield Surgery is located at:

45 Upper Oldfield Park,  
Bath,  
BA2 3HT.

The practice has two branch surgeries at:

St James's Surgery  
6-9 Northampton Buildings,  
Bath,  
BA1 2SR.

Junction Road Surgery  
8 Junction Road,  
Oldfield Park,  
Bath,  
BA2 3NQ. (This surgery was closed at the time of inspection).

The provider, Heart of Bath, is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, family planning and surgical procedures. These are delivered from all sites.

The surgery offers services from both a main practice and two branch surgeries. Patients can access services at either the surgery or St James's Surgery branch. Junction Road Surgery was temporarily closed at the time of inspection.

The surgery is situated within the Bath and North East Somerset Swindon and Wiltshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 28,000. This is part of a contract held with NHS England.

The Heart of Bath is a Primary Care Network (PCN) in its own right with no other member practices.

Information published by UK Health & Security Agency shows that deprivation within the practice population group is rated in the second highest decile (nine 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 3.7% Asian, 94.2% White and 2.1% Mixed.

There is a team of five GP Partners and 11 salaried GPs who provide cover at both locations. The practice has a team of advanced nurse practitioners and nurses who provide clinics for long-term conditions and support acute management services of use of both locations. As well as a paramedic to support home visiting services. The clinical team are supported at the practice by administration staff comprising of patient service advisors and business support administrators. The practice manager and human resources (HR) manager are based at the main location to provide managerial oversight.

Oldfield Surgery is open between 8am to 6pm Monday, Wednesday and Friday and 7.30am to 6pm Tuesday and Thursday. St James's Surgery is open between 8am to 6pm Monday to Friday. The practice offers a range of appointment types including 'book on the day', telephone consultations, advanced routine appointments and home visiting from both locations.

Extended access is provided by the Oldfield Surgery, where Saturday morning appointments are available from 8am to 12pm. The provider has opted out of providing out of hours services and this is provided by NHS 111, available through Medvivo.