

Campingland Surgery

Inspection report

The Campingland Surgery
Campingland
Swaffham
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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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of this service due to the length of time since the last inspection.

Following our annual review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services at this location effective?
- Are services at this location well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Are services at this location safe?
- Are services at this location caring?
- Are services at this location responsive?

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 have rated this practice as good overall and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

We received 54 CQC Comments cards which were wholly positive about the service and showed that patients felt that staff were polite, helpful, caring and supportive and the practice provided comprehensive care for patients.

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

- Embed and monitor improvements in the provision of services for the cervical cancer screening programme to improve uptake rates in line with the national target of 80% .
- Embed and monitor improvements in the provision of services for the childhood immunisation programme to improve uptake rates in line with the world health organisation target of 95% coverage.

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 was led by a CQC inspector with a GP specialist advisor.

Background to Campingland Surgery

Campingland Surgery is located in Swaffham, Norfolk and provides NHS services through a General Medical Services (GMS) contract to 7,325 patients. The practice is part of the NHS West Norfolk Clinical Commissioning Group (CCG) which is made up of 22 general practices.

Campingland surgery is part of the Swaffham and Downham primary care network (PCN) with six other NHS GP practices, working closely together with other community, mental health and social care staff to improve services for local people.

The practice is registered with the CQC to carry on the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning and treatment of disease, disorder or injury.

The practice's clinical team includes three female and two male GP partners and one female salaried GP. There

are two female nurse practitioners, three female practice nurses and one female healthcare assistant. The dispensary is led by a dispensary manager and six dispensers.

The practice's non-clinical team is led by the practice manager, supported by the assistant practice manager and a team of administrative, reception and secretarial staff.

Outside of normal opening hours, patients are able to access health services through the NHS111 Service.

The patient profile for the practice has an above-average number of patients aged over 65 and fewer than average children, teenagers and young people under 18. The locality has an average deprivation level and male and female life expectancy is in line with local and national averages.