

Arbury Road Surgery

Inspection report

114 Arbury Road
Cambridge
CB4 2JG
Tel: 01223364433
www.arburyroadsurgery.nhs.uk

Date of inspection visit: 20 December 2021
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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



Overall summary

We carried out an announced desk-based review of Arbury Road Surgery on 20 December 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Not inspected

Effective - Good

Caring - Not inspected

Responsive - Not inspected

Well-led - Not inspected

Following our previous inspection in June 2019 the practice was rated Good overall and for all key questions except for providing effective services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Arbury Road Surgery on our website at www.cqc.org.uk

Why we carried out this review

This desk-based review was to follow up on the breach of regulation and areas where the provider 'should' improve which were identified at our previous inspection. We found the required improvements had been made and the practice is now rated as good for providing effective services.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which did not require a site visit. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- 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
- information from the provider, patients, the public and other organisations.

Overall summary

The practice remains rated as Good overall

We found that:

- Despite the COVID-19 pandemic the practice had improved the uptake for cervical cancer screening and baby immunisations.
- The practice had reviewed their systems and processes to ensure patients who may be experiencing poor mental health received appropriate and timely care and treatment.
- The practice had been proactive in offering and undertaking structured reviews for patients with a learning disability. The practice had increased the number of these that were completed in the patient's own home where the patient was more comfortable.
- The practice regularly reviewed their prescribing data and information received from the CCG. Communication and monitoring within the practice had been increased to ensure all clinical staff were prescribing appropriately and safely.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Arbury Road Surgery

Arbury Road Surgery is located in Cambridge at 114 Arbury Road, Cambridge CB4 2JG

Arbury Road Surgery is in the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) area.

The practice is situated to the north of Cambridgeshire and provides a range of general medical services to approximately 12,511 registered patients.

The practice team consists of five GP partners (three female and two male) who hold financial and managerial responsibility for the practice, two salaried GPs (one female and one male) and also a GP who is part of the GP retainer scheme and two advance nurse practitioners.

There are a team of four practice nurses, two healthcare assistants, a number of reception and administration staff, a deputy practice manager and a practice manager.

The practice is also a training practice for medical students and GP registrars. (A GP registrar is a qualified doctor who is training to become a GP).

The practice is open between 8am to 8pm Monday and Tuesday and 8am to 6pm Wednesday to Friday. Extended access appointments are available locally through the service provided by the local GP federation, of which the practice is a member.

Outside of practice opening hours a service is provided by another health care provider, Herts Urgent Care via the 111 service.