

# Box Surgery

## Inspection report

London Road  
Box  
Corsham  
Wiltshire  
SN13 8NA  
Tel: 01225742361  
www.boxsurgery.nhs.uk

Date of inspection visit: 26th November 2019  
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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 of Box Surgery in January 2019 and rated the provider as requires improvement for providing safe and well led services, and good for providing effective, caring and responsive services. On 26 November 2019 we carried out a comprehensive inspection to follow up on breaches of regulations found during the inspection carried out in January 2019.

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.**

On the inspection we found:

- Processes to keep patients safe had been improved and embedded. These included, recruitment, infection prevention control processes and appropriate risk assessments were in place.

- Patients received effective care that was in line with national guidance and outcomes were in line with other similar services.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Feedback from patients about the service delivered by the practice was positive.
- Leadership within the practice had been strengthened. Improved governance processes were in place to support the delivery of high-quality care.

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

- Continue to improve the uptake of cervical cancer screening.
- Take action, to ensure infection prevention control processes are fully embedded across both sites.

**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

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, and a practice manager specialist advisor.

## Background to Box Surgery

Box Surgery is located at London Road, Box, Wiltshire SN13 8NA. A branch site is located at 3 Cleaves Avenue, Colerne, Chippenham SN14 8BX. We did not visit the branch site on the day of the inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and family planning from both sites.

There are three GP partners at the practice (2 male and one female) and six salaried GPs (5 female, 1 male). The

partners are supported by four practice nurses, a triage practitioner, three health care assistants, a practice pharmacist and an administrative team led by the practice manager. The practice is a training practice for medical students and qualified doctors.

When the practice is closed out of hours services are provided by Medvivo which patients can access via NHS111.

Further information about the practice can be obtained through their website