

Purton Medical Practice

Inspection report

High Street
Purton
Swindon
Wiltshire
SN5 4BD
Tel: 01793 770207
www.purtonsurgery.co.uk

Date of inspection visit: 13 March to 13 March
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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 Purton Medical Practice on 13 March 2019, as part of our inspection programme. The service was previously inspected on 7 April 2016, and rated Good overall. Our judgement of the quality of care at this service is based 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.

This was because:

- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- People's needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.
- Patients could access appointments and services in a way and at a time that suited them, with routine appointments available within two working days.
- The practice was around 11 percentage points above local and national averages for patient satisfaction with appointment times. • Reception staff were trained as 'dementia friends', and attend 'Dementia friendly community' meetings.

- The practice had a well-engaged and active patient participation group (PPG). The PPG made suggestions for improvements, and met regularly with practice staff and other stakeholder organisations such as the local clinical commissioning group and Healthwatch. Among other activities, the practice raised money to purchase additional equipment for patient care, such as a spirometer and a self check-in screen.

We found several areas where the provider should make improvements. The provider should:

- Continue to identify carers to enable this group of patients to access the care and support they require.
- Continue efforts to increase the programme coverage of women eligible to be screened for cervical cancer.
- Continue to engage patients with long term conditions like asthma and diabetes, and mental health problems, so that there is lower exception reporting and healthier outcomes for these indicators.
- Continue with efforts to lower prescribing of antibiotic medication, so that patients' use of these items is safely monitored.
- Continue with efforts to monitor the safety of prescriptions.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
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 team was led by a CQC lead inspector, and included a GP specialist adviser, and an observing GP specialist adviser.

Background to Purton Medical Practice

Purton Medical Practice (also known as Purton Surgery), and Green Gable Surgery (the branch practice), offer primary medical services to over 10,400 patients in the Purton, Cricklade and surrounding areas of rural and semi-rural Wiltshire. The practice is one of 47 practices within the Wiltshire Clinical Commissioning Group. We did not visit the branch site as part of this inspection.

Ninety-seven percent of the practice population describes itself as white, and around 3% as having a Black, Asian and Minority Ethnic (BAME) background. The practice boundary has an estimated low level of socio-economic deprivation: a local area measure recorded a score of 9, on a scale of 1-10, with a higher score indicating a less deprived area. (Note that the circumstances and lifestyles of the people living in an area affect its deprivation score. Not everyone living in a deprived area is deprived and not all deprived people live in deprived areas).

The practice offers GP and nursing consultations from both its main and branch sites, which are approximately five miles apart. Patients are given the option to be seen at either practice and staff work across both sites. The practice also looks after three nursing homes, and one residential care home for patients with a learning disability.

The practice has four GP partners (one female, three male) and one salaried GP (female). The clinical team includes four practice nurses and two phlebotomists. Two pharmacists and two specialist practitioners are shared with other practices in the locality. The non-clinical team consists of a practice manager, an assistant practice manager, medical secretaries, reception and administrative staff. The practice is a training facility, and offers support and mentorship to GPs in training. There is currently one GP trainee who is undertaking their training at the practice.

The practice has a General Medical Services (GMS) contract to deliver health care services. (A GMS contract is a contract between NHS England and general practices for delivering general medical services, and is the most common form of GP contract).

Purton Medical Practice is registered to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical procedures
- Family Planning

The practice is open between 8am and 6.30pm, Monday to Friday. GP appointments are from 8.30am to 11.30am,

and 1.30pm to 6pm. Extended hours opening is on Friday morning, 7.30am-8am and Monday evening, 6.30pm-8pm (and every third Friday of the month, 6.30pm to 8pm). The practice has opted out of providing Out-Of-Hours services to its own patients. Outside of normal practice hours, patients can access the NHS 111 service. This information was available on the practice website, in the patient registration pack, and as an answerphone message.

The provider, Purton Medical Practice delivers all regulated activities from its main and branch sites. Address details are:

Purton Medical Practice

High Street

Purton

Swindon

Wiltshire

SN5 4BD

Tel: 01793 770727

Green Gable Surgery

38a High Street

Cricklade

Swindon

Wiltshire

SN6 6AY

Tel: 01793 752633

Website (for main and branch sites):
www.purtonsurgery.co.uk