

Woodlands Surgery at Eden House

Inspection report

Eden House
48-49 Bateman Street
Cambridge
Cambridgeshire
CB2 1LR
Tel: 01223 697600
www.woodlandssurgery.co.uk

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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 

Overall summary

We carried out an announced focussed inspection at Woodlands Surgery at Eden House on 7 January 2020 to follow up on a breach of regulation identified at a previous inspection in January 2019.

At the last inspection in January 2019, we rated the practice as **requires improvement** for providing **safe** services because:

- We found the process for managing and storing emergency medicines was not always effective, because despite monthly checks being recorded, on the day of the inspection we found one emergency medicine which was five months out of date.

At this inspection we rated the practice as **good** for providing **safe** services because sufficient improvements had been made since our last inspection including:

- The practice had implemented a medicines handling policy since our previous inspection and continued fortnightly checks. On a quarterly basis, the practice manager completed an audit and spot checks to ensure the fortnightly checks had been completed.

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 consisted of a Care Quality Commission (CQC) inspector.

Background to Woodlands Surgery at Eden House

Woodlands Surgery at Eden House, Cambridge provides services mainly to patients living in Cambridge city centre and holds a General Medical Services contract with NHS Cambridge and Peterborough CCG.

The practice is a partnership of four female GPs who hold overall financial and managerial responsibility for the practice. One GP partner holds the role of CQC registered manager within the practice. All of the partners are female. The practice also employs four female salaried GPs, two practice nurses, a healthcare assistant and a clinical pharmacist. The clinical team is supported by a practice manager, a deputy practice manager and a team of administration, and receptionists.

The practice is a training practice and had one GP registrar in service at the time of our inspection.

The practice hosts a wide range of NHS community services such as an Ultrasound, ENT and dermatology service. Several private services are hosted by the practice including physiotherapy and psychologists.

The practice has a patient population of approximately 11,200 patients. Appointments are available every weekday between 8.30am and 6pm. In addition to this, patients registered at the surgery are able to access evening and weekend appointments as part of a network of local GP practices. Out of hours care is provided by Herts Urgent Care via the NHS 111 service.