

Oldfield Surgery

Inspection report

45 Upper Oldfield Park
Bath
BA2 3HT
Tel: 01225 613100
www.heartofbath.com

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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

Requires improvement 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

Letter from the Chief Inspector of General Practice

We rated this service as Good overall.

The key questions are rated as:

Are services safe? – Requires improvement

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Requires improvement

We carried out an announced comprehensive inspection at Oldfield Surgery on 1 and 2 May 2019 as part of our inspection programme.

At this inspection we found:

- There were systems in place to manage risk so that safety incidents were less likely to happen, however these had not been fully embedded since the merger of the practices to ensure full oversight. For example, recording of regular fire alarm testing. When incidents did happen, the practice learned from them and improved their processes.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- There was evidence of quality improvement programmes being undertaken.

- There was a proactive approach to understanding the needs of different groups of people and to ensure they received the care to best meet their needs. For example, the implementation of an urgent care centre.
- The practice acknowledged and responded to patient feedback. For example, a recruitment programme was in place for additional clinical staff to meet demand for appointments.
- Governance processes were not always consistent. For example, high risk medicines and exception reporting.
- The practice demonstrated that there was a focus on continuous improvement which was developing services.

The area where the provider must make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The areas where the provider should make improvements are:

- Take action to improve and sustain the uptake of cervical cancer screening and childhood immunisations.

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 team was led by a CQC inspector. The team included, a GP specialist advisor and a Practice Manager specialist advisor.

Background to Oldfield Surgery

The Oldfield Surgery is located within the city of Bath. Oldfield Surgery services have been delivered by the provider Heart of Bath since April 2018. Heart of Bath was formed following the merger of Oldfield Surgery and St James Surgery. Six months later No 18 Surgery was closed and the patients were invited to register with Heart of Bath. Nearly 6000 patients registered with Heart of Bath during October 2018. The number of patients registered with Heart of Bath is approximately 27,000.

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. The provider is registered to deliver services from three sites, all of which we visited during the inspection:

Oldfield Surgery 45 Upper Oldfield Park, Bath. BA2 3HT

St James Surgery 6-9 Northampton Buildings, Bath BA1 2SR

Junction Road Surgery 8 Junction Road, Oldfield Park, Bath BA2 3NQ

Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

There are seven GP partners who manage the practice and they are supported by seven salaried GPs, two GP retainers, ten nurses and five health care assistants. The two managers were supported by an administrative team. Additional clinical staff were being recruited at the time of the inspection.

When the surgery is closed out of hours care is provided by Medvivo which patients can contact via NHS111.

Further information about the practice can be found obtained through their website at:

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• New systems and processes had not been fully embedded throughout the organisation, in relation to:• the monitoring of patients on high risk medicines• monitoring risks associated with legionella disease,• evidence that regular fire alarm testing had been carried out.• Oversight that medicine alerts were being appropriately actioned.• Systems and processes for monitoring exception reporting were not always operating effectively• Due to frequent changes, staff were not always clear about current processes and they were not always communicated with in ways that assured them they had been listened to. <p>This was in breach of regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>