

Goldington Avenue Surgery

Inspection report

85 Goldington Avenue
Bedford
Bedfordshire
MK40 3DB
Tel: 01234349531
www.goldingtonavenuesurgery.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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Goldington Avenue Surgery on 2 December 2019. We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: safe, effective, responsive and well-led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Responsive and caring.

At the last inspection in June 2015 we rated the practice as 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.

The practice is rated as good overall.

This means that:

- People who used the service were protected from avoidable harm and abuse, and legal requirements were met.
- The practice had systems in place to manage patient safety alerts.
- We saw evidence that the practice ensured appropriate blood testing for medicines that required additional monitoring.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- The practice had led on changes within the locality to improve identification and communication between services for patients with a learning disability.
- The practice had systems in place to ensure staff had the training and knowledge needed for their role. The practice completed regular appraisals and staff told us they felt supported and proud to work at the practice.

- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- Patients told us they were pleased with the level of care and concerns showed by all staff.
- Patients' 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.
- The practice had an ethos of innovation and was involved in clinical audit and pilot schemes.
- The practice had high exception reporting in patients with mental health conditions. (Exception reporting is the removal of patients from QOF calculations where, for example, the patients decline or do not respond to invitations to attend a review of their condition or when a medicine is not appropriate.)

We saw one area of outstanding practice:

- The practice had identified technology to screen for atrial fibrillation, a heart condition that increased the risk of stroke. This had been implemented in six other local practices. The practice had diagnosed 14 patients with atrial fibrillation and the locality had diagnosed 48 patients. Early diagnosis will improve patient outcomes in this area.

There were areas where the provider **should** make improvements are:

- Ensure meeting minutes are thorough and detailed.
- Ensure fridge temperatures that support the cold-chain are monitored appropriately.
- Continue to monitor and improve exception reporting for patients with a mental health condition.

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	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)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and practice nurse specialist advisor.

Background to Goldington Avenue Surgery

Goldington Avenue Surgery provides a range of primary medical services, including minor surgical procedures, from its location at 85 Goldington Avenue, Bedford, MK40 3DB. It is part of the NHS Bedfordshire Clinical Commissioning Group (CCG). The practice holds a General Medical Services contract (GMS), this is a nationally agreed contract with NHS England.

The practice serves a population of approximately 10,700 patients with a slightly lower than national average population of patients aged under 18 years old. The practice population is 87% white British with a small percentage of patients from an Asian background.

The practice supports five local care homes.

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

The clinical team consists of seven GP partners (four male and three female) and six salaried GP's (4 female and two male). The practice is a training practice and employs GP registrars. A GP registrar is a fully qualified and registered doctor who is completing further training to become a GP.

The practice also employs five female practice nurses and one female healthcare assistant. The team is supported by a practice manager and a team of non-clinical, administrative staff. Members of the community midwife team and a mental health link worker operate regular clinics from the practice.

The practice operates from a two-storey property, with disabled access throughout. A stair lift was in place to ensure patients with mobility issues were able use to access the upstairs consultation and treatment rooms.

Goldington Avenue Surgery is open from 8am to 6.30pm on Monday to Friday with extended opening until 7pm on Monday and Thursday and early opening from 7am on Tuesdays, Wednesdays and Thursdays. When the practice is closed out of hours services are can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.