

Thistlemoor Road Surgery

Inspection report

6-8 Thistlemoor Road
Peterborough
Cambridgeshire
PE1 3HP
Tel: 01733 551988
<https://www.thistlemoor.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

Outstanding 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Outstanding 

Overall summary

This practice is rated as Outstanding overall. At the previous inspection in August 2016 the practice was rated as Outstanding overall.

We carried out an announced focused inspection at Thistlemoor Road Surgery on 19 September 2019. We decided to undertake this inspection following our annual review of the information available to us.

The key questions at this inspection are rated as:

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Outstanding

Are services well-led? – Outstanding

Safe was not reviewed because monitoring indicated no change since the last inspection. The rating from the last inspection has been carried forward.

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.
- Information from the provider, patients, the public and other organisations.

At this inspection, the practice was rated as **good** for providing **effective** services.

At this inspection, the practice was rated as **good** for providing **caring** services.

At this inspection, the practice was rated as **outstanding** for providing **responsive** services because:

- Patient's individual needs and preferences were central to the delivery of tailored services. The practice had developed services in response to their patient population and could evidence positive outcomes resulting in those services.
- There was a proactive approach to understanding the needs and preferences of different groups of people and to delivering care in a way that met those needs, which was accessible and promoted equality.

- The practice provided innovative approaches to providing integrated person-centred care which ensured all patients, including those most vulnerable, received good quality care in a timely manner.
- Feedback from patients through comment cards, reviews on NHS Choices, the GP National Patient Survey and patient consultations on the day of the inspection were overwhelming positive in relation to the services offered by the practice and the ease of accessing those services.

At this inspection, the practice was rated as **outstanding** for providing **well-led** services because:

- The practice demonstrated strong leadership with clear roles, responsibilities and values. Staff we spoke with commented on how the strong leadership team provided clear direction and guidance and this was reflective of the most recent staff survey.
- The practice had a strong culture of learning and development and encouraged staff to undertake further learning and training to increase the skill mix within the practice and provide enhanced services to patients.
- The practice leadership team continually assessed and responded to patients' needs within their population group and had developed a system of care which met the needs of the local diverse population.
- The practice had been involved in a number of initiatives and projects both locally and nationally, supporting the standard of care provided to patients and sharing best practice.

The areas where the provider **should** make improvements are:

- Review and improve the uptake of cancer screening.
- Review and improve the uptake of childhood immunisations.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Outstanding	☆
People with long-term conditions	Outstanding	☆
Families, children and young people	Outstanding	☆
Working age people (including those recently retired and students)	Outstanding	☆
People whose circumstances may make them vulnerable	Outstanding	☆
People experiencing poor mental health (including people with dementia)	Outstanding	☆

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser a nurse specialist adviser and a second nurse specialist adviser shadowing the inspection.

Background to Thistlemoor Road Surgery

Thistlemoor Medical Centre is sited in a residential area close to the city centre of Peterborough. It serves approximately 25,851 registered patients and has a general medical services contract with Cambridgeshire and Peterborough Clinical Commissioning Group (CCG).

Compared with other practices in the area, it has a higher proportion of patients under the age of 18 and a lower proportion of patients over the age of 65. It has a more deprived population than the CCG and the England averages. Specifically, the area has greater income deprivation affecting children and older people than the CCG and England averages. The practice serves a diverse population with the majority of patients coming from eastern European countries such as Poland, Lithuania, Russia and the Czech Republic. These patients total more than 80% of the practice population for whom English is not their first language.

The practice consists of 13 GPs (five male, eight female), 12 nurses, three practice pharmacists, two paramedic

practitioners and 26 health care assistants. They are supported by a full time practice manager and a number of reception and administrative staff. The practice offers placements to medical students, as well as doctors preparing to be GPs.

The practice is open between 8.30am and 6.30pm Monday to Friday. Extended hours surgeries are offered between 7am-8am on weekdays, and from 8am to 10am on Saturdays. There is walk in surgery system in the mornings between 8.30am and 10.30am where patients are able to turn up at the practice without a booked appointment and can wait to see a clinician. The practice also offers extended hours appointments on evenings and weekends through a Federation of local practices. Outside of practice opening hours patients are able to access pre-bookable evening and weekend appointments through a network of local practices. In addition to this, a service is provided by Herts Urgent Care, by patients dialling the NHS 111 service.