

The Park Surgery - CV

Inspection report

Tetbury Road
Cirencester
Gloucestershire
GL7 1US
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Date of inspection visit: 19 September to 19
September
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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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection of The Park Surgery – CV on 19 September 2019 (previous inspection on 21 January 2016, Good rating overall). The inspection of this service followed 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 inspection.

The inspection focused on the following key questions:

Are services effective? – Good

Are services well-led? – Good

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

Are services safe? – Good

Are services caring? – Good

Are services responsive? – Good

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

We have rated this practice as Good overall and Good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found one area where the provider should make improvements. The provider **should**:

- Continue efforts to increase the programme coverage of women eligible to be screened for cervical cancer.

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

Dr Rosie Benneworth 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 lead inspector and included a GP specialist adviser.

Background to The Park Surgery - CV

The Park Surgery – CV (known locally simply as Park Surgery) is located in Cirencester, with a branch site in Lechlade and both are within the Gloucestershire local authority area. Park Surgery merged with Lechlade Medical Centre in October 2017. We did not visit the branch site as part of this inspection.

The provider, Upper Thames Medical Group, is registered with the CQC to carry out the following regulated activities from both sites:

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

The practice addresses are:

The Park Surgery – CV

Tetbury Road

Cirencester

Gloucestershire

GL7 1US

Website:

Lechlade Medical Centre

Oak Street

Lechlade

GL7 3RY

Website:

The practice has a contract with the NHS Gloucestershire Clinical Commissioning Group (CCG), which is made up of 75 general practices. The practice provides General Medical Services (GMS) and offers enhanced services for various immunisation checks.

When the practice is closed, out of hours cover for emergencies is provided by Care UK via the NHS 111 service. The practice is not currently part of any wider network of GP practices. At the time of our inspection there were around 12,500 patients on the practice list, within an eight mile radius.

The practice facilities include eight consulting rooms, two treatment rooms, and toilets including one adapted for patients with physical disabilities, all located on the ground floor. The practice has three male GPs and seven female GPs, four practice nurses and one health care assistant (all female). They are supported by a practice management and administration team. Park Surgery is a teaching and training practice supporting GP registrars training to become GPs and medical students from Bristol University.

The Surgery has a higher than average patient population aged between 65 and 75 years. 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 area has an estimated low level of socio-economic deprivation, with a score of 9, on a scale of 1-10; 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). Average male and female life expectancy for the area is 80 and 85 years, which is broadly in line with the national average of 79 and 83 years respectively.

Park Surgery is open from 8.30am to 6.30pm, Monday to Friday. Patients are diverted to the on-call GP between 8am and 8.30am via message link. (Message link is an answering service where an operator takes details of the call and diverts the caller to the appropriate person). Pre-booked appointments are from 8.40am to 5.20pm Monday to Friday. The practice also offered extended hours access from 7.30am to 8am, and from 6.30pm to 8.30pm (days offered varied from week to week). In addition to pre-booked appointments, urgent appointments are available on the same day.