

Canford Heath Group Practice

Inspection report

9 Mitchell Road
Canford Heath
Poole
Dorset
BH17 8UE
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Date of inspection visit: 6 January 2019
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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 focussed inspection at Canford Health Group practice on 6 November 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection focused on the following key questions:

Is the service effective?

Is the service well led?

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

Is the service safe?

Is the service caring?

Is the service responsive?

The practice was previously inspected in 17 May 2016 and in the report published in June 2016.

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** for providing effective and well led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm
- People had good outcomes because they received effective care and treatment that met their needs.
- Information about people's care and treatment was routinely collected, monitored and acted upon.

- 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.
- Clinical and internal audit processes functioned well and had a positive impact in relation to quality governance.

We rated all population groups as **good**.

We saw one area of outstanding practice:

The practice had audited and recognised the identification of carers was lower than expected and looked at ways to actively increase this. Action included placing a notice board in the waiting room and sending a text message out to the whole practice population asking to text back the word CARE if they were a carer. An automated message was included on the practice telephone line was also commenced asking carers to identify themselves to the practice. This action resulted in an increase of 213 additional carers being identified and sent information about the inhouse monthly carers' group.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to use systems to monitor and ensure prescribing patterns of non-steroidal anti-inflammatory drugs (anti-inflammatory medicines which can have troublesome side effects) are appropriate.

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

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 advisor.

Background to Canford Heath Group Practice

Canford Heath Group Practice is located within the NHS Dorset Clinical Commissioning Group (CCG) area. It provides general medical services to approximately 12,200 patients.

The practice is situated in a purpose-built two storey building which it shares with community-based health care staff. The consulting and treatment rooms for the practice are situated on the ground floor. There is limited patient parking immediately outside of the practice with spaces reserved for those with disabilities.

Information published by Public Health England rates the level of deprivation within the practice population group as seventh on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice age profile is in line with national averages.

There is a team of four GPs partners, two male and two female. There are four salaried GPs and one retainer GP, all female. The GPs are supported by two practice managers, an emergency care practitioner, a nurse practitioner, three practice nurses, two health care assistants, two phlebotomists and additional reception and administration staff.

The practice is contracted to provide General Medical Services (GMS) and are registered with the CQC for the

following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

A range of services are provided including maternity care, childhood immunisations, chronic disease management, travel immunisations and several enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The practice is open daily between 8am and 6.30pm. Extended hours appointments are available on Monday evenings between 6.30pm and 8pm and on Tuesday, Wednesday and Thursday mornings between 7.30am and 8am. A duty doctor is available each day.

The practice is a training practice for doctors who were training to be qualified as GPs. Patients seen by these GPs are given longer appointments and the trainee has access to a senior GP throughout the day for support.

Out of hour's services are not provided as these are provided by the NHS 111 service whose contact details are available in the practice and on the website.

The provider has one location and we inspected that location at:

9 Mitchell Road

Poole

Dorset

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