

Mendip Vale Medical Practice – Monks Park

Inspection report

Monks Park Surgery
24 Monks Park Avenue
Bristol
BS7 0UE
Tel: 01179693106
www.mendipvale.nhs.uk

Date of inspection visit: 31 May 2022
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Mendip Vale Medical Practice – Monks Park on 31 May 2022 Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

This was the first inspection of the practice since registering with the Care Quality Commission on 29 January 2020.

The full reports for inspections can be found by selecting the 'all reports' link for Mendip Vale Medical Practice – Monks Park on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive review of information undertaking a site visit to review all five key questions.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit.

Our findings

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.

Overall summary

We have rated this practice as Good overall.

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.
- Despite challenges throughout the COVID-19 pandemic the practice was able to provide effective services to their practice population in a timely way.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care and the leaders endorsed continuous learning and innovation.
- There was an effective performance tracking system in place that allowed the practice to drive improvement, manage and monitor performance and identify any performance issues at an early stage and be able to provide timely resolutions.

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

- Keep an oversight of training and performance to make sure all staff are up to date with their mandatory training.
- Continue to review their process for management of safety alerts.
- Continue to improve childhood immunisation and cervical screening rates.

We found below examples of an **outstanding** practice:

- The practice adopted a comprehensive performance tracker, which allowed them to monitor and manage outcomes for patients and act on any issues in a timely manner.
- The practice had oversight of population needs and introduced a number of initiatives to enhance outcomes for patients.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and a team inspector, who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Mendip Vale Medical Practice - Monks Park

Mendip Vale Medical Practice – Monks Park is located in Bristol at:

Monks Park Surgery

24 Monks Park Avenue

Bristol

BS7 0UE

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 and surgical procedures and family planning.

The practice is situated within the Bristol, North Somerset, South Gloucestershire (BNSSG) Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of about 8,700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices under Mendip Vale Medical Practice.

Information published by Public Health England shows that deprivation within the practice population group is in the middle decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 80.8% White, 8.7% Asian, 6% Black and 3.6% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of five GPs. The practice has a team of two nurses and two advanced practitioners, who provide clinics for long-term conditions. The GPs are supported at the practice by a team of reception and administration staff. The surgery manager is based at the main location to provide managerial oversight and they have support of an area manager.

The practice is open between 8:30 am to 6:30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by NHS 111 service.