

Phoenix Surgery

Inspection report

Dunwich Drive
Toothill
Swindon
SN5 8SX
Tel: 01793600400

Date of inspection visit: 1 December 2022
Date of publication: 03/02/2023

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

Requires Improvement



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Overall summary

We carried out an announced focused desk-based review of Phoenix Surgery on 1 December 2022 to follow up on the Warning Notice issued to the provider following our inspection in September 2022 in regard to a breach of Regulation 12: Safe care and treatment.

This inspection was not rated therefore the ratings from our last inspection in September 2022 remain the same.

Safe - Requires Improvement

Effective - Requires Improvement

Caring - Good

Responsive - Good

Well-led - Requires Improvement

Following our previous inspection in September 2022, the practice was rated Requires Improvement overall.

We also issued the provider with a requirement notice for breach of Regulation 17: Good Governance, of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The full reports for previous inspections can be found by selecting the 'all reports' link for Phoenix Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook a desk-based review to monitor the provider's progress against their action plan to confirm the practice had met the legal requirements in relation to the Warning Notice served at our previous inspection in September 2022.

How we carried out the inspection

This remote desk-based review included:

- Conducting staff interviews using video conferencing facilities.
- Completing clinical searches on the practice's patient records system. (This was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

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 found that:

- The provider had implemented an action plan in response to our Warning Notice and was making progress to achieve all of its identified actions.
- The practice had made improvements to how it provided care in relation to high-risk medicines and long-term conditions, for example, we found all patients prescribed DOACs had received their required monitoring.
- Patients with long-term conditions were being contacted by the practice and invited to attend their review.
- We found improvements to the practice's safeguarding register and how patients on the register had been reviewed.

We found no breaches of regulations. However, the provider should:

- Continue to implement the action plan so all patients receive appropriate monitoring in line with national guidance.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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 Phoenix Surgery

Phoenix Surgery is located in Swindon at:

Dunwich Drive

Toothill

Swindon

SN5 8SX

The provider is registered with CQC to deliver the Regulated Activities of diagnostic and screening procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of approximately 4,500. This is part of a contract held with NHS England.

The practice is part of a wider primary care network of GP practices known as PCN3.

Information published by UK Health & Security Agency that deprivation within the practice population is in the middle of the decile (five of 10). The lower the decile, the more deprived the practice population is compared to others.

According to the latest available data, the ethnic make-up of the practice area is 89% White, 6% Asian, 3% Mixed, and 2% Black.

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.

The practice shares its staff with another location under the same provider. There is a team of three GPs who provide cover at Phoenix Surgery and an additional two GPs at the other location. The practice has a team of three nurses who provide nurse-led clinics for long-term conditions at both locations. The GPs are supported at the practices by a team of 11 reception and administration staff. The practice manager and operations manager share their time between both locations to provide full-time managerial oversight. Through working within the PCN, there are also two clinical pharmacists, a 'first contact' physiotherapist, a pharmacy technician and a cancer co-ordinator available to support the practice.

The practice is open between 8am to 6.30pm Monday to Friday, excluding Bank Holidays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Extended hours are provided between 7am and 8am on Wednesdays.

Extended access is provided locally by Swindon Urgent Care Centre and Medvivo, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.