

Cantilupe Surgery

Inspection report

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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 responsive to people's needs?

Good



Overall summary

We carried out an announced focused assessment of the responsive key question at Cantilupe Surgery at on 6 December 2023. The rating for the responsive key question is **Good**. As the other domains were not reviewed during this assessment, the rating of good will be carried forward from the previous inspection and the overall rating of the service will remain **Good**.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led – Good.

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

Why we carried out this inspection.

We carried out this inspection to undertake a targeted assessment of the key question of responsive.

How we carried out the inspection

This inspection was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- 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.

We found that:

- The practice understood the needs of its local population and tailored services to meet those needs.
- The practice continuously audited and adjusted services based on patient demand to support patients to access appropriate care.
- The practice worked effectively with local partners to improve access to services for the wider patient population.

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

Overall summary

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

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

Background to Cantilupe Surgery

Cantilupe Surgery is located in Hereford and provides primary medical services to patients at both the Hereford surgery and their branch surgery located in Hampton Dene. We did not inspect the branch surgery at Hampton Dene as part of this inspection.

The provider is registered with CQC to deliver the Regulated Activities; 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 Herefordshire and Worcestershire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 12,600. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, known as the WBC Herefordshire Primary Care Network (PCN). This PCN consists of 3 practices working together to provide a wider range of services to the local population. The PCN employs additional staff working to support all practices within the PCN. This includes, pharmacists, physiotherapists, social prescribers and a health and wellbeing coach.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the seventh decile (1 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 97.3% White, 1.3% Asian, 0.3% Black, 0.8% Mixed, and 0.3% Other. The age distribution of the practice population depicts a higher than local and national average patient population aged over 50 years.

There is a team of 4 GP partners and 3 salaried GPs. The practice has a team of 6 advanced nurse practitioners, 4 nurses and 2 healthcare assistants. The GPs are supported at the practice by the practice manager, deputy practice manager and a team of reception/administration staff.

The practice is open between 8 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.

Extended access is provided locally by the PCN Hub, where late evening and weekend appointments are available. Out of hours services are provided by the local federation, Taurus, accessed via NHS 111.