

# The Barham & Claydon Surgery

## Inspection report

Norwich Road

Barham

Ipswich

Suffolk

IP6 0DJ

Tel: 01473 832832

[www.thebarhamandclaydonsurgery.co.uk](http://www.thebarhamandclaydonsurgery.co.uk)

Date of inspection visit: 10/12/2018

Date of publication: 10/01/2019

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 comprehensive inspection at The Barham & Claydon Surgery on 10 December 2018.

The practice was inspected in July 2017 and rated as requires improvement overall, with inadequate for providing safe services, requires improvement for providing effective and well led services, and good for providing caring and responsive services. A further inspection was undertaken on 11 April 2018 to follow up on the breaches of regulation identified at the July 2017 inspection. The practice was rated requires improvement overall, with requires improvement for providing safe and well led services and good for providing effective, caring and responsive services. The full comprehensive reports on the July 2017 and April 2018 inspection can be found by selecting the 'all reports' link for The Barham & Claydon Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At this inspection we followed up on breaches of regulation identified at the previous inspection in April 2018.

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.

At this inspection we found:

- The practice had systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes. Improvements made since our previous inspection had been embedded.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they could access care when they needed it.
- Staff felt supported and there was a focus on continuous learning and improvement at all levels of the practice.

The areas where the provider **should** make improvements are:

- Improve the documentation relating to children who fail to attend hospital appointments.
- Formalise the ongoing checks of the professional registration of staff.
- Continue to work to improve the number of carers identified.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings


<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser, and a member of the CQC medicines team.

## Background to The Barham & Claydon Surgery

- The name of the registered provider is The Barham & Claydon Surgery.
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice has a General Medical Services (GMS) contract with NHS Ipswich and East Suffolk Clinical Commissioning Group (CCG).
- There are approximately 3100 patients registered at the practice.
- The practice's premises consist of portable units that were erected over 20 years ago as a temporary measure to provide healthcare to the local population. To date, no solutions had been found to address the premises shortcomings, however the partnership continued to investigate ways to improve or relocate the premises.
- There are two partners, one a GP and one a pharmacist. The practice team consists of one GP partner, two salaried GPs and one long term locum GP (one male, three female). There is one nurse practitioner, who works three days a week, a practice nurse, who works two afternoons a week, a respiratory nurse who works one day a month, a specialist diabetes nurse who works two afternoons a month, a healthcare assistant, who is also qualified to work as a dispenser, and a dispensary manager. The practice manager is supported by a practice facilitator and a practice administrator, who were skilled to cover each other's roles. They also cover the receptionist role, with the dispensary manager, health care assistant and one receptionist.
- The practice and dispensary are open from Monday to Friday 8am to 6.30pm, with the practice closed for appointments between 1pm and 1.45pm. During this time, the practice doors were locked with a notice advising they were closed for lunch. However, during this time, if patients contacted the practice by telephone or knocked on the door with an urgent need, they would be accommodated. Patients could book evening and weekend appointments with a GP through Suffolk GP+ (Suffolk GP+ is for patients who urgently need a doctor's appointment, or are not able to attend their usual GP practice on a weekday.)
- The practice offers dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.
- According to information taken from Public Health England, the patient population for this service has a lower than average number of patients aged 14 to 17 years and a higher than average number of patients



aged 65 to 74 years, compared to the practice average across England. Income deprivation affecting children and older people was significantly below the England average.

- An out of hours service is provided locally by Integrated Care 24 through the NHS 111 service.
- 