

# Oakwood Surgery

## Inspection report

380 Bishops Drive  
Oakwood  
Derby  
Derbyshire  
DE21 2DF  
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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 comprehensive inspection at Oakwood Surgery on 12 March 2019 as part of our inspection programme.

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. We rated the population group of families, children and young people as outstanding due to the high child immunisation rates, and good for all other population groups.**

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.
- 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.

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

- Review the prescribing practice and competence of non-medical prescribers.
- Review the recording of patient and safety alerts received into practice to demonstrate actions and dissemination.
- Review systems for coding to ensure registers of patients are accurate and up to date.
- Review the staff training system so that the provider can ensure staff training is up to date.
- Review governance processes to enable sharing of actions and learning.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

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	Outstanding	
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, a GP specialist advisor and a CQC inspection manager.

## Background to Oakwood Surgery

Oakwood Surgery provides primary medical services to approximately 4,400 patients. The practice is located at 380 Bishops Drive, Oakwood, Derby, DE21 2DF.

The partners of the practice also manage The Park Medical Practice, which is located just over a mile from Oakwood Surgery in Chaddesden, Derby. This practice is registered under a separate registration and location, and has two branch sites at the University of Derby and Borrowash in Derbyshire.

The age profile of registered patients shows the percentage of people in the 65+ year age group at 14.9% (CCG average 18.5%; national average 17.3%), and for patients under 18 years of age at 17.6% (CCG 20.6%; national average 20.7%). Average life expectancy is 82 years for men and 84 years for women, comparable to the national average of 79 and 83 years respectively. The general practice profile shows that 56% of patients registered at the practice have a long-standing health condition, compared to 53% locally and 51% nationally. The practice scored eight on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. The National General Practice Profile describes the practice ethnicity as being 94.3% white, 2.5% Asian, 1.1% black, and 1.8% mixed race and 0.3% other non-white ethnicities.

There is a large staff team that works across the two practices and branch sites. There are 10 partners for the practice, nine GP partners (five males and four females) and the practice manager. The practice also has two salaried GPs (male), two Advanced Nurse Practitioners (ANPs), a practice nurse, a nurse manager, one pharmacist and two pharmacy technicians. The practice is supported by a team of receptionists and administration staff.

The practice is open between 8am and 6.30pm on Mondays to Friday. Patients can access the extended hours service on Mondays from 6.30pm to 8pm and 8am to 12noon at The Park Medical Practice, where appointments are specifically allocated for Oakwood Surgery Patients.

The practice offers additional evening and weekend appointments as part of the five year forward view project for improving access as part of the Primary care Plus along with 15 other practices, delivering additional out of hours appointments in 5 hubs across the area. The regular out of hours services are provided by Derbyshire Health United and patients are asked to contact 111 for access.