

# Manor Surgery

## Inspection report

The Manor Surgery  
Osler Road, Headington  
Oxford  
Oxfordshire  
OX3 9BP  
Tel: 01865 762 535  
www.manorsurgeryoxford.co.uk

Date of inspection visit: 19 February 2019  
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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

**This practice is rated as Good overall.** (Previous inspection – 30 March 2016: Rating Good)

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Manor Surgery on 19 February 2019 as part of our inspection programme.

At this inspection we found:

- The practice had clear systems to manage risks to patients and staff. When incidents occurred, the practice learned from them and improved their processes.

- The practice proactively monitored the effectiveness and appropriateness of the care it provided to ensure treatment was appropriate.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients were able to access the appointment system and reported that they could access care when they needed it.
- The practice continuously reviewed the needs of its patient population and adapted processes to improve services for its population.

There were areas where the provider should consider making improvements:

- Review systems to monitor the exception reporting of patients with long term conditions from national data submissions.
- Continue to identify means of improving cervical screening uptake and monitoring external uptake.

**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

The inspection team included a lead inspector, a GP specialist adviser and a second inspector.

## Background to Manor Surgery

Manor Surgery provides services from: The Manor Surgery, Osler Road, Headington, Oxford, Oxfordshire, OX3 9BP

- The practice premises are purpose built and provide adequate accessibility for patients with limited mobility. They have been extended to provide modern facilities and ensure current and future capacity requirements can be met.
- The practice population demographic profile matched the national average in terms of age but there was a high transience in the local community. This was a result of a high number of workers who lived in the area with temporary roles or who worked in Oxford and also abroad. There was a high proportion of patients from black and minority ethnic patients at 23%. There was minimal economic deprivation among the local population although the practice was aware of patients and families where social deprivation was a concern.
- There are five GP partners and nine salaried GPs. The nursing team consists six nurses including three specialist nurses, three health care assistants and one paramedic practitioner. There is a mixture of female and male clinical staff. The clinical staff are supported by an administrative team led by the practice manager.
- The practice is open between 8am and 6.30pm Monday to Friday. Appointments are also available in the evenings and Saturday mornings.
- The practice does not offer out of hours treatment for their patients instead referring patients to the NHS 111 service which takes calls for the Oxfordshire out of hours provider.
- The practice is registered to provide Diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease disorder and injury.