

Kennet Surgery

Inspection report

30 Cholmeley Road
Reading
Berkshire
RG1 3NQ
Tel: 01189666696
www.kennetsurgery.com

Date of inspection visit: 14 Nov 2019
Date of publication: 20/12/2019

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 focused inspection at Kennet Surgery on 14 November 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Are services at this location effective?
- Are services at this location well-led?

Because of the assurance received from our review of information we carried forward the ratings from the March 2016 inspection for the following key questions:

- Are services at this location safe?
- Are services at this location caring?
- Are services at this location responsive?

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 practice as **good** for providing effective and well-led services and for the following population groups: older people; people with long-term conditions; families children and young people; people whose circumstances may make them vulnerable and people experiencing poor mental health (including dementia).

We found that:

- Patients received effective care and treatment that met their needs.
- The practice met the national target for childhood immunisations uptake.

- The practice was taking appropriate steps to improve its uptake of cancer screening.
- There was a clear leadership structure and staff felt supported by management. There was a culture of ensuring the wellbeing of staff in order to deliver high quality care.
- There had been quality improvement work to improve patient access to services.
- There was a strong focus on continuous learning and improvement.
- The practice was engaged in local initiatives and worked effectively alongside partners in the local healthcare system.

We saw one area of outstanding practice:

- The practice responded to their identification of an increased number of patients with diabetes in the Nepalese population and developed a project within the local area to offer group consultations and a translated education course to Nepalese patients, as the current diabetes programme was not available in different languages.

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

- Continue to monitor and improve uptake of long-term condition reviews for patients diagnosed with diabetes.
- Continue to monitor and improve uptake of cancer screening.
- Continue to review and address lower than average patient feedback.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

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	Good 
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 Care Quality Commission (CQC) lead inspector and included a GP specialist advisor.

Background to Kennet Surgery

Kennet surgery is located in a shop that was converted in 1983. A number of extensions and refurbishments to the premises have taken place since the practice first opened. The practice also offers a service from a branch surgery nearby and was visited as part of our inspection.

The practice does not have a car park for patients because the location offers too limited a space to install one. However, on street parking is available immediately outside the main entrance. There is ramped access and a system to alert reception staff to the arrival of a patient in a wheelchair or patient needing assistance with a pram or pushchair.

The practice has assessed the feasibility of installing automated entry doors. Due to the proximity of the pavement and the limited space for a sliding door this was not possible. Bus routes pass nearby enabling easy public transport access to the practice.

There are approximately 5,200 patients registered with the practice. The practice had identified

66% of its practice population is from Black and minority ethnic groups and income deprivation is recognised within pockets of the registered population.

Patients are able to access appointments with the GPs and nurses at either of the registered locations. There are two partners at the practice. One male and one female.

They work a total of 13 clinical sessions and employ regular locum GPs for a further three sessions. This makes up the equivalent of two GPs. One of the partners had completed the training to become a trainer for qualified doctors seeking to become GPs.

There is a part time nurse practitioner, a part time clinical pharmacist, a full time practice nurse and two part time health care assistants. The practice manager is supported by a senior receptionist and a team of five administration and reception staff.

Services are delivered via a Personal Medical Services (PMS) contract. A PMS contract is a locally agreed alternative to the standard GMS contract used when services are agreed locally with a practice which may include additional services beyond the standard contract.

Services are provided from a main surgery and a branch surgery:

The Kennet Surgery

30 Cholmeley Road

Reading

Berkshire

RG1 3NQ

The Surgery

81 Christchurch road

Reading

Berkshire

RG2 7BD

The main practice site (Kennet Surgery) is open from 8am to 6.30pm every Monday, Tuesday, Wednesday and Friday. Extended hour clinics are offered every Thursday evening between 6.30pm and 8pm.

The branch surgery (The Surgery) is open from 8am to 12.30pm every weekday, from 4pm to 6.30pm every Monday, Tuesday and Friday. Extended hour clinics are offered every Tuesday from 6.30pm to 8pm.

The practice has opted out of providing out of hours services to their patients. Out of hours services are provided by Westcall. This out of hours service is accessed by calling 111. A message on the practice telephone system advises patients to call this number when the practice is closed. The arrangements in place for services to be provided when the surgery is closed are displayed at the practice, in the patient information leaflet and on the practice website.

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities:

maternity and midwifery services, family planning, treatment of disease, disorder or injury, surgical procedures and diagnostic and screening procedures.