

Wells City Practice

Inspection report

Priory Health Park
Glastonbury Road
Wells
Somerset
BA5 1XJ
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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 rating May 2015 – Good)

The key questions at this inspection 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 at Wells City Practice on 17 January 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.

At this inspection we found:

- The practice had clear 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.
- 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.
- The practice had a good programme which ensured that childhood immunisations were taken up.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients gave mixed views on how easy the appointment system was to use and reported that they were able to access care when they needed it.

- There was a focus on continuous learning and improvement at all levels of the organisation.
- There was a mutually supportive team of staff, who worked well together with the aim of achieving the best outcomes for patients.
- Staff were given the opportunity for professional development.
- Staff signposted and worked with Health Connections Mendip to encourage patients to improve their lifestyle and manage their own health.
- The practice, with the help of the Patient Participation Group, had introduced a book club at the practice which appeared to be working well, encouraging patients to join the group, meeting and talking with others helping to reduce social isolation.

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

- The provider should continue with developing aspects of safe with an oversight of staff's immunisation status and ensuring the required disclosure and barring checks are in place for staff are in place before they are employed.
- The practice should continue with a programme of meeting the needs of patients with long term conditions and mental health needs.
- The practice should continue to develop a programme of clinical audit.
- The practice should continue to proactively identify carers.
- The practice should continue with monitoring there are safe systems in place for managing prescription paper and pads.
- The practice should continue with developing governance and quality assurance processes.

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

Please refer to the report and the evidence tables for further information.

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)	Requires improvement 

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 practice nurse specialist adviser.

Background to Wells City Practice

Wells City Practice is provided from one address, Priory Health Park, Glastonbury Road, Somerset BA5 1XJ and delivers a personal medical service to approximately 7,668 patients. The practice is situated in a part purpose-built building near the central area of Wells, with suitable parking and public transport routes. Information about Wells City Practice can be found on the practice website www.wellcitypractice.co.uk.

Information from Public Health England (2016/2017) indicates that the practice area population is in the seventh most deprived decile in England. The practice population of children is below local and national averages at 20%. The practice population of patients living with a long-term condition was similar to the local and national averages at 55%, the local being 55% and

national being 51%. Of patients registered with the practice, 98% are White or White British, 0.9% are Asian or Asian British, 0.1% are Black or Black British, and 0.8% are mixed race and Other 0.1%.

The provider has told us the practice team is made up of five GP partners, three male and two female. There are three practice nurses, one paramedic practitioner and two health care assistants. The practice manager and the practice operations manager are supported by a team of administrators, secretaries, and reception staff.

When the practice is not open patients can access treatment via the NHS 111 service.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.