

Bruton Surgery

Inspection report

Patwell Lane
Bruton
BA10 0EG
Tel: 01749812310
www.brutonsurgery.nhs.uk

Date of inspection visit: 27 Jan to 27 Jan 2020
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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 Bruton Surgery on 27 January 2020 as part of our inspection programme.

This inspection looked at the key questions Safe, Effective, Caring, Responsive and Well-led as well as all the population groups. 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.

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:**

- Work towards the new clinical lead undertaking safeguarding training at a level in line with national guidance.
- Continue to review and take action to improve the recording of quality measurement outcomes for patients with long-term conditions.
- Work towards improving uptake of childhood immunisations.
- Review and improve uptake rates for cervical smear screening.
- Complete the annual appraisals for GPs within action plan timescales.
- Works towards staff undertaking updated Mental Capacity Act training.

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 CQC lead inspector.
The team included a GP specialist advisor.

Background to Bruton Surgery

Symphony Health Services (SHS) is the registered provider of Bruton Surgery. SHS is an NHS health care provider, based in Somerset that was developed as part of the South Somerset Symphony Programme – a project which aims to create new and innovative ways to delivering high quality care to patients and strengthening and supporting primary care in the local area. SHS have been providing a service from Bruton Surgery since February 2019.

Bruton Surgery is based at Patwell Lane, Bruton, Somerset BA10 0EG. We visited this location as part of our inspection. Further information about the practice can be found at www.brutonsurgery.nhs.uk

Bruton Surgery is registered with the CQC in respect of the regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures and Treatment of disease, disorder or injury. They provide primary medical services to approximately 6,100 patients.

The practice catchment area is situated within one of the least deprived areas of England ranking eight (with one being the most deprived and 10 the least) within The Index of Multiple Deprivation 2015 (The index is the official measure of relative deprivation for small areas in England). The practice age profile is mostly in line with local and national averages. There is a higher than average number of patients aged under 18 due to three local boarding schools (25% with national average 20%).

There is a team of three salaried GP partners (one male and two female). An advanced nurse practitioner acts as the clinical lead. The practice team includes three practice nurses, a practice manager and deputy, a finance and data manager, a health care assistants, health coaches reception and administrative staff.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.