

The Reynard Surgery

Inspection report

Turnpike Road, Red Lodge
Bury St. Edmunds
IP28 8JZ
Tel: 01638552211
www.reynardsurgery.co.uk

Date of inspection visit: 26 September 2022
Date of publication: 11/10/2022

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 well-led?		Good	

Overall summary

We carried out an announced inspection at The Reynard Surgery on 26 September 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 27 September 2021, the practice was rated Requires Improvement overall and for providing safe and effective services, and good for providing caring, responsive and well-led services.

We did not inspect the key questions of caring and responsive and the rating of good for these key questions were carried over from the last inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Reynard Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- Key questions inspected
- Areas followed up including any breaches of regulations or 'shoulds' identified in previous inspection

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff questionnaires

Our findings

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 found that:

Overall summary

- 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.
- 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**:

- Ensure appropriate follow up of patients after an acute exacerbation of asthma.
- Embed the new process for identifying patients requiring monitoring tests.
- Implement a written protocol for medication which should not be included in a Monitored Dosage System
- Implement a process to evaluate antimicrobial prescribing in the practice.
- Continue to improve the uptake of cervical screening.
- Further encourage the uptake of NHS healthchecks.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to The Reynard Surgery

The Reynard Surgery is located in the village of Red Lodge in Suffolk at:

Turnpike Road

Redlodge

Bury St. Edmunds

IP28 8JZ.

The provider is registered with CQC to deliver the Regulated Activities

- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Maternity and midwifery services
- Family planning services.

The practice is situated within the NHS Suffolk and North East Essex Integrated Care Board (ICB) and delivers (Personal Medical Services (**PMS**)) to a patient population of about 9780. The practice offers dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.

This is part of a contract held with NHS England.

The practice is part of Forest Heath Primary Care Network. (Primary care networks are groups of practices who work together to improve primary care services).

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (one to 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 90.7% White, 1.7% Asian, 3.6% Mixed, 2.7% Black, and 1.3% Other.

The clinical team consists of two GP partners and one salaried GP. There are two advanced nurse practitioners who can independently prescribe medicines, two practice nurses and two health care assistants. The dispensary team includes a medicines co-ordinator, one lead dispenser, one dispenser, four trainee dispensers and two prescription clerks. The GPs are supported at the practice by a team of reception/administration staff. Two practice managers provide managerial oversight.

The practice is open between 8 am to 6.30 pm Monday to Friday. Early morning appointments are available Monday mornings from 7am and Tuesday and Wednesday mornings from 7.30am. Evening appointments are available on Mondays and Thursdays until 7pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by GP Plus and 111, where late evening and weekend appointments are available. Out of hours services are provided by 111.