

Ranworth Surgery

Inspection report

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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 Ranworth Surgery on 18 December 2018 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.

We have rated this practice as good overall and good for all population groups.

We found that:

- 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 provided care in a way that kept patients safe and protected them from preventable 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 listened to their patients and organised and delivered services to meet patients' needs.

- Patients could access care and treatment in a timely way.
- The practice continually audited and developed the services they provided to ensure patient outcomes and satisfaction was improved.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Leaders had the capacity and skills to deliver high-quality, sustainable care.
- Staff told us they felt supported, valued and that management listened to their opinions.
- There was a focus on continuous learning and improvement at all levels of the organisation.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to monitor and improve uptake of national child immunisation programmes.
- Maintain and continue to document health and safety assessments to evidence they were carried out along with any actions that were undertaken.

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

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

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 and included a GP specialist adviser.

Background to Ranworth Surgery

Ranworth Surgery is located in a central town position. The older style original building has been extended to provide purpose built consulting and treatment rooms. The surgery has good public transport links and there are several pharmacies located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Ranworth Surgery is situated within the North East Essex Clinical Commissioning Group (CCG) and provides services to just over 8,000 patients under the terms of a PMS medical services (PMS) contract. This is a contract between general practices and NHS England to deliver primary care services to the local community.

Ranworth Surgery is a three GP partner practice, two male, and one female employing one GP trainee. There is

a nursing team comprising three nurse practitioners, two practice nurses, and three health care assistants. The administrative team of 11 hold a range of general practice roles managed by the practice manager. The practice is part of a wider network of GP practices known as 'Clacton GP Alliance'.

There is a higher than average number of patients over the age of 65 in comparison with local and national practices. Information published by Public Health England (PHE), rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years. PHE prevalence for obesity and smoking are also higher than the local and national averages.