

Ashington House Surgery

Inspection report

Ashington Way
Westlea
Swindon
SN5 7XY
Tel: 01793614840
www.ashingtonhouse.com

Date of inspection visit: 9 and 11 August 2021
Date of publication: 11/10/2021

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 to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Ashington House Surgery on 11 August 2021. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective - Good

Caring – Good (carried over from previous inspection)

Responsive – Good (carried over from previous inspection)

Well-led - Good

Following our previous inspection on 19 November 2019, the practice was rated Requires Improvement overall and for the Safe and Well led key questions.

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

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

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

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

Overall summary

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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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**:

- Ensure that complaint responses have all appropriate details of other agencies who may provide advice and support to patients who are not satisfied with a response to their concerns.
- Continue to promote cervical screening to improve uptake.

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 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 Ashington House Surgery

Ashington House Surgery is located at:

Ashington Way

Westlea

Swindon

Wiltshire

SN5 7XY

Ashington House Surgery is located in the west of Swindon within the local authority and is one of 25 practices serving the NHS Swindon CCG area. It is based in a converted show house and serves a population of approximately 10,700 patients.

The practice population demographics are similar to the local and national average in age range of the patients. However, the practice has some areas of social deprivation within the local community. Ten percent of the registered practice population were from Black, Asian and Minority Ethnic groups with the remaining 90% being white.

Information published by Public Health England rates the level of deprivation within the practice population group as seven on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Services to patients are provided under a General Medical Services (GMS) contract with NHS England. (A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract).

The team consists of two GP partners who are registered with the CQC to provide the following regulated activities:

- treatment of disease, disorder or injury,
- maternity and midwifery services,
- family planning,
- surgical procedures

- diagnostic and screening procedures at one location.

They are supported by five salaried GPs, three practice nurses and a health care assistant. The practice has a paramedic practitioner and associate practitioner. A pharmacy team consisting of a pharmacist and one technician. The clinical team are supported by a practice manager and a team of reception and administration staff.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and travel immunisations and a number of enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, minor surgery, coil fitting, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment.

The practice is open from 8am to 6pm Monday to Friday. However, on Wednesday afternoons only pre-booked appointments are available. From 6pm to 6.30pm the practice has telephone access for any emergencies. The practice also provides extended hours between 7am and

8am from Tuesday to Friday mornings, and between 6.30pm and 8pm on one evening per week. Outside of normal opening hours the practice uses a locally based out of hours provider which can be accessed via the NHS 111 number.