

# Dawlish Medical Group

## Inspection report

The Barton Surgery  
Barton Terrace  
Dawlish  
Devon  
EX7 9QH  
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[www.bartonsurgery.co.uk](http://www.bartonsurgery.co.uk)

Date of inspection visit: 11/12/2019  
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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

Following our annual regulatory review of the information available to us, we inspected this service on 11 December 2019. The service was last inspected in December 2015. It was rated as good for providing safe, effective, caring and responsive services. It was rated as outstanding for well-led services and rated good overall. This inspection looked at the following key questions; was the service providing effective, responsive and well led services for the registered patient population. We decided not to inspect whether the practice was providing safe or caring services as there was no information from the annual regulatory review which indicated there was any change in quality for these domains.

This inspection focused on the following key questions:

- Are services effective?
- Are services responsive?
- Are services well led?

Because of the assurance received from our review of information, we carried forward the ratings for the following key questions:

- Are services safe? (Good)
- Are services caring? (Good)

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 safe, effective, responsive, caring and well-led services because:**

- 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.
- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care. The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Governance systems were effective and regularly reviewed.
- The practice was engaged in local initiatives and worked alongside partners in the local healthcare system.

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

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

- Implement actions to improve uptake for the cervical screening programme to meet the national target of 80%.

We saw one area of **outstanding** practice

- The practice employed a social prescriber who was able to offer 40minute appointments and refer patients to a very wide range of local support organisations.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. It included a GP specialist advisor and a practice manager specialist advisor.

## Background to Dawlish Medical Group

Dawlish Medical Group is located at The Barton Surgery, Barton Terrace, Dawlish, Devon.

EX7 9QH. The surgery is in the town of Dawlish which has a population of about 13,000 people. There is nearby branch surgery (Warren surgery) in the holiday resort of Dawlish Warren where up to 3,500 patients and holiday-makers are seen each year. We visited both surgery buildings in the group.

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

Dawlish Medical Group is within the NHS Devon Clinical Commissioning Group and provides services to approximately 14,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There are five GPs partners, two male and three female. There are four salaried GPs three of whom are female. There are four practice nurses, three healthcare assistants and an associate practitioner all female. The practice is a teaching practice. The clinical team are supported by a business practice manager, an office manager, a secretarial team, an administration team and a reception team.

The practice population ethnic profile is predominantly White British. The district is marginally more affluent than the national average though there are pockets of social deprivation within the practice area. The average male life expectancy for the practice area is 78 years which is lower than the national average of 79 years; female life expectancy is 84 years which is one year higher than the national average.