

# Dr C P Hughes and Partners

## Inspection report

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Wallingford  
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www.wallingfordmedicalpractice.co.uk

Date of inspection visit: 09/07/2019  
Date of publication: 23/08/2019

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 inspection at Dr C P Hughes and Partners on 9 July 2019.

This inspection was carried out because the practice had breached a regulation at their last inspection in October 2018 and had told us, via an action plan, that they had addressed the concerns that led to the breach. Our monitoring of the practice also identified improvement in management oversight of processes and procedures. We therefore focused on the following key questions: Was the practice providing effective and well-led services.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Was the practice providing safe, caring and responsive services.

At this inspection we found the practice had addressed the concerns and breach of regulation found in October 2018. We have rated the practice as good for provision of effective services. The practice had maintained appropriate management and governance arrangements and is also rated good for provision of well-led services.

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

We found that:

- Patients received effective care and treatment that met their needs.

- 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.
- There were clear plans for practice development to accommodate an expected increase in registered patients arising from housing developments in the area.
- There was an increased quota of clinicians increasing the working time in response to succession planning and resilience programme to ensure safe practice.
- There were clear leadership roles and a culture of quality improvement was evident within the staff team.

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

- Continue to review processes for recalling women who had not taken part in the cervical cancer screening programme. With a view to increasing uptake.
- Review the sustainability of the revised procedure for exception of patients with long term conditions from monitoring and follow up of their conditions.

**Details of our findings and the evidence supporting the change in rating 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

This inspection was undertaken by a lead CQC inspector and a CQC GP advisor.

## Background to Dr C P Hughes and Partners

Dr CP Hughes and Partners, Reading Road, Wallingford, Oxfordshire, OX10 9DU.

[www.wallingfordmedicalpractice.co.uk](http://www.wallingfordmedicalpractice.co.uk)

- Wallingford Medical Practice is located in the centre of Wallingford. The practice has approximately 17,000 registered patients. The practice cares for patients in five care homes. There is minimal economic deprivation amongst the local population. The population has a higher proportion of people from a white British ethnic background than nationally. The number of patients with a long-standing health condition is similar to the national average.
- The practice is located within a large multi-purpose building. There are plans to extend the practice in preparation for an expansion of Wallingford. The building hosts a dispensary and dispenses to around one third of its patients.
- The practice has six GP partners and 11 GPs working in the practice overall, with both male and female GPs

available for patients to see. The nursing team consists of five practice nurses and four health care assistants and phlebotomists also works at the practice. The clinical staff are supported by an administrative team led by the practice manager.

- The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are available on midweek evenings, Saturday mornings and occasional Sunday mornings on a pre-bookable basis.
- The practice does not offer out of hours treatment for their patients instead referring patients to the NHS 111 service.
- The provider is registered to provide the following regulated activities: Diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease disorder and injury.