

# Irchester Surgery

## Inspection report

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Date of inspection visit: 1 May 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 effective?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



# Overall summary

Irchester Surgery had been inspected previously on the following dates: -

14 December 2018 under the comprehensive inspection programme. The practice was rated as Good overall with a Requires Improvement for providing a responsive service and for all the population groups. A breach of legal requirements was found in relation to governance arrangements within the practice. A requirement notice was issued which required them to submit an action plan on how they were going to meet this requirement.

We carried out an announced focussed inspection at Irchester Surgery on 1 May 2019 as part of our inspection programme. As part of the Care Quality Commission annual regulatory review we inspected the domain areas of, effective, responsive and well led and utilised information from our previous inspection findings for the domain areas of safe and caring.

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.**

We rated the practice as Good for providing Effective and Well-led services because we found

- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice as requires improvement for providing a responsive service and all population groups because:

- The findings of the national GP patient survey and CQC comments cards indicated that patients could not always access care and treatment in a timely way. The practice had taken steps to address this but at the time of our inspection there was insufficient data to measure the effectiveness. Dissatisfaction was still expressed in getting through to the practice by telephone and access to appointments.

The areas where the provider should make improvements are:

- Continue to monitor and improve patient satisfaction in respect of access to the service, in particular, the improvement of telephone access and appointments.
- Continue to monitor the training, development and clinical supervision of all staff.
- Continue to monitor confidentiality at the reception area.
- Consider carrying out an audit of minor surgery to ensure consent is being obtained and recorded.

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

## Our inspection team

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

## Background to Irchester Surgery

Irchester Surgery situated at 37 School Road, Irchester, Wellingborough is a GP practice which provides primary medical care for approximately 4,142 patients living in Irchester and surrounding areas. The practice's services are commissioned by Nene and Corby Clinical Commissioning Group (CCG).

Patient demographics reflect the national average and information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Irchester Surgery provides primary care services to local communities under a General Medical Services (GMS) contract, which is a nationally agreed contract between general practices and NHS England.

The practice population is predominantly white British (96%) along with small ethnic populations of Asian (1.7%) and mixed race (1.5%).

At Irchester Surgery, the service is provided by a female lead GP and a female salaried GP. There is a nurse

practitioner, practice nurse and a health care assistant. The practice regularly employs a male locum GP. There is a practice manager who is supported by an assistant and a team of administrative and reception staff.

The practice has one location registered with the Care Quality Commission (CQC) which is Dr Patrizia Beatrice Pasquali, Irchester Surgery, School Road, Irchester, Wellingborough. NN29 7AW

The local NHS trust provides health visiting and community nursing services to patients at this practice.

The practice is open between 8am and 6.30pm Monday to Friday.

As part of the Wellingborough locality extended access hub, patients can access extended hours at the Albany House Medical Centre, Queen Street, Wellingborough Monday to Friday between 6.30pm and 8pm and during weekends between 8am and 12 noon.

When the practice is closed patients are directed to contact the out-of-hours GP services by calling the NHS 111 service.