

# Forest Health Care





## Inspection report

Cinderford Medical Centre  
Valley Road  
Cinderford  
GL14 2NX  
Tel: 01594820820  
[www.foresthealthcentre.nhs.uk](http://www.foresthealthcentre.nhs.uk)

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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 well-led?	Good	

# Overall summary

We carried out an announced focused inspection at Forest Health Care on 13 and 14 June 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 4 June 2019, the practice was rated Good overall and for all key questions. The ratings for the caring and responsive domains have been carried forward from this inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Forest Health Care on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection**

This inspection was a focused inspection to follow up on the new location of Cinderford Surgery:

## **How we carried out the inspection**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering 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
- information from the provider, patients, the public and other organisations.

## **We have rated this practice as Good overall**

# 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**:

- The practice should complete patient group directions (PGD's) to show that any alterations have been adopted by the authoriser, and that no changes can be made once the PGD has been signed and dated.
- Continue to review and monitor cervical screening uptake rates and continue to encourage eligible persons to attend for screening.
- Ensure that the fire risk assessment is updated, and any recommendations actioned.
- The Practice should develop a robust process for reviewing all patients prescribed controlled medicines for pain.

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

**Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA**

**Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services**

## Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who completed clinical searches and records reviews via video conferencing facilities.

## Background to Forest Health Care

Forest Health Care is located in Cinderford at:

Cinderford Surgery  
Cinderford Medical Centre  
Valley Road  
Cinderford  
Gloucestershire  
GL14 2NX

The practice has a branch surgery at:

Ruardean Surgery  
Ruardean Surgery  
High Street  
Ruardean  
Gloucestershire  
GL17 9US

On this inspection we visited Cinderford Surgery only. Cinderford surgery has an onsite dispensary.

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

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is part of a wider network of GP practices forming the Forest of Dean Primary Care Network (PCN) consisting of 11 practices currently providing improved access, vaccination centre, spirometry clinics, monthly training and multidisciplinary teams.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth lowest decile (five of 10). The lower the decile, the more deprived the practice population is relative to others locally.

According to the latest available data, the ethnic make-up of the practice area is 0.8% Asian, 98.4% White, 0.6% Mixed.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of six GPs who provide cover at both the main location and the branch practice. The practice has a team of two advanced nurse practitioners, a nurse manager, five practice nurses and five health care assistants who provide nurse led clinics for long-term condition at both the main and the branch location. The GPs are supported at the practice by a clinical pharmacist and a team of reception/administration staff. The practice business manager and organisation manager are based at the main location to provide managerial oversight.

Cinderford Surgery is open between 8.30am to 18.00 pm Monday to Friday, and Ruardean Surgery is open between 8.30am and 12.45pm Monday to Friday. The practice offers a range of appointment types including on the day, telephone consultations and advance appointments.

Outside of these times patients are directed to contact the out-of-hours service by using the NHS 111 Number.