

# Cirencester Health Group

## Inspection report

The Avenue Surgery  
1 The Avenue  
Cirencester  
GL7 1EH  
Tel: 01285653122

Date of inspection visit: 14 October 2021  
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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?	Requires Improvement		
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 Cirencester Health Group on 14 October 2021. We carried out remote searches of clinical records and documentation on 20 September 2021.

Following our previous inspection on 27 November 2019, the practice was rated Requires Improvement overall and for the effective and well led key questions but Good for the safe, caring and responsive key questions.

At this inspection (October 2021) we found improvements had been made and the provider compliant with the regulations from the 2019 inspection. However, we found a new area in breach of regulation. We re-rated the following key questions:

Safe - Requires Improvement

Effective - Good

Well-led - Good

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

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

This inspection was a follow-up inspection to follow up on:

- The key questions effective and well led were followed up including any breaches of regulations or 'shoulds' identified in previous inspection
- We also reviewed the safe key question.

## **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:

# Overall summary

- 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 with the exception of People with long-term conditions which was rated as requires improvement.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. However, the prescribing of medicines had not always been carried out safely as patients on complex and high risk medicines had not consistently had appropriate monitoring.
- 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.

We found one breach of regulation.

- Regulation 12 HSCA (RA) Regulations 2014 Safe care and Treatment.

Ensure care and treatment is provided in a safe way for patients. For example, ensure systems for monitoring patients are consistently followed prior to the prescribing of medicines and review the process for completing medicine reviews. Monitor and address the risks to patients who displayed indications of atrial fibrillation.

The provider **should**:

- Implement a system to demonstrate all staff had attended a fire drill within an appropriate time scale.
- Consistently make sure patient confidential and personal information is stored securely
- Continue to embed and monitor systems to summarise patient records in a timely way.
- Review the system for providing staff knowledge of the major incident plan.

**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	Requires Improvement	
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 completed clinical searches and records reviews without visiting the location.

## Background to Cirencester Health Group

The Avenue Surgery is the registered location for Cirencester Health Group and is located in Cirencester at:

1 the Avenue  
Cirencester  
Gloucestershire  
GL7 1EH

The practice has a branch surgery at:

St Peter's Road Surgery  
1 St Peter's Road  
Cirencester  
Gloucestershire  
GL1 1Rf

We visited both surgeries during this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites with the exception of surgical procedures which is only provided from St Peter's Road.

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

The practice is situated within the Gloucestershire Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 13,100. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices and is a member of the South Cotswold Primary Care Network (PCN) with four other GP practices in the area.

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

According to the latest available data, the ethnic make-up of the practice area is 97.1% white, 1.3% Asian and 1.6% other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of 11 GPs who provide cover at both practices. The practice has a team of nine nurses and health care assistants who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The GPs are supported at the practice by a team of reception/administration staff. There are two practice managers one of who is based at the main location and one at the branch site to provide managerial oversight.

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 a choice of either the main GP location or the branch surgery.

Extended access is provided locally by Gloucestershire out of hours service via 111, where late evening and weekend appointments are available. Out of hours services are provided by Gloucestershire Out of Hours Service.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Assessments on the risks to the health and safety of patients receiving care or treatment were not always being carried out. In particular:</p> <ul style="list-style-type: none"><li>• Not all patients on high risk medicines had the required monitoring prior to being issued with a prescription.</li><li>• There was a backlog to summarising of new patient records.</li></ul> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>