

# Barnt Green Surgery

## Inspection report

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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

We carried out an announced comprehensive inspection at Barnt Green Surgery on 7 December 2018 as part of our inspection programme. The practice was previously rated good on 26 May 2016.

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 all population groups.

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 feedback we received from the care homes was very positive about the practice.
- The results from the national patient survey were higher than average in a number of areas.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice had a focus on learning and improvement. Since the last inspection the practice had carried out 33 audits to improve outcomes for patients.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice contacted patients over the age of 90 on hot days to ensure they were drinking enough water.

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

**Professor Steve Field CBE FRCP FFPH FRCGP**

**Chief Inspector of General Practice**

## 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. The team included two GP specialist advisers.

## Background to Barnt Green Surgery

Barnt Green Surgery is situated in the village of Barnt Green in Worcestershire. The practice has a list size of 6750 patients. The practice primarily covers an urban area with good levels of employment. The practice had low levels of deprivation.

There is a small car park behind the practice reserved for patients with disabilities. The practice has an arrangement with the pub opposite for patients to park in their car park. This is well advertised at the practice and on their website.

The practice has three GP partners and three salaried GPs (a mixture of male and female offering patients their preferred choice). The practice has an independent nurse prescriber, a practice nurse and two healthcare assistants (HCAs). The clinical team are supported by a practice manager and a team of reception and administrative staff. A consultant midwife holds a weekly clinic at the practice. A pharmacist attends the practice on a weekly basis to offer advice to patients. The practice also has an in-house counsellor.

The practice has a virtual Patient Participation Group (PPG), a group of patients registered with a practice who work with the practice team to improve services and the quality of care.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice does not provide out of hours services. Patients are advised to contact 111 for urgent GP access outside of normal GP working hours. When patients dial 111 they get advice from the Out of Hours service who is commissioned by the Clinical Commissioning Group (CCG).