

Hungerford Surgery

Inspection report

The Croft
Hungerford
RG17 0HY
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Date of inspection visit: 07 October 2022
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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



Overall summary

We carried out an announced desk-based review inspection at Hungerford Surgery on 7 October 2022. Overall, the practice is rated as Good.

We rated the following key question as:

Effective - Good

Following our previous inspection on 31 October 2019, the practice was rated good overall, however we rated effective as requires improvement because we identified concerns relating to the population groups 'people with long-term conditions' and 'people experiencing poor mental health (including people with dementia)'.

The full reports for previous inspections can be found by selecting the 'all reports' link for Hungerford Surgery on our website at www.cqc.org.uk.

Why we carried out this inspection

We carried out this inspection to follow up concerns from a previous inspection in line with our inspection priorities.

In October 2021, we (Care Quality Commission) amended how we report and rate GP practices. Although the amendment saw the removal of population groups, this inspection reviewed information and followed up on the improvements the practice had made in relation to monitoring of practice performance for patients with long-term conditions and people experiencing poor mental health, which had contributed to the requires improvement rating for both population groups and the provision of effective services. We also reviewed the improvements made to cervical screening and childhood immunisations which were previously identified as a 'should' at the previous inspection. [BA1]

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 and
- information from the provider, patients, the public and other organisations.

We found that:

- Patients received effective care and treatment that met their needs.
- The practice had improved its monitoring of outcomes for patients with long term conditions.
- The practice had improved its monitoring of outcomes for patients experiencing poor mental health.
- Childhood immunisation uptake had improved and met the national target in three of five areas and met the minimum 90% target for the remaining two areas.
- Cervical screening uptake had improved since the previous inspection and the practice had a clear ongoing plan to further improve uptake.

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

Overall summary

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

Our inspection team

This desk-based review was completed by a Care Quality Commission (CQC) Inspector.

Background to Hungerford Surgery

Hungerford Surgery is located in Hungerford, Berkshire at:

The Croft

Hungerford

Berkshire

RG17 0HY

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.

The practice is situated within the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (ICS) and delivers General Medical Services (GMS) (Personal Medical Services (PMS) to a patient population of about 7,200. This is part of a contract held with NHS England.

The practice is a member of West Berkshire Rural Primary Care Network along with two other practices.

Information published by UK Health and Security Agency shows that deprivation within the practice population group is in the second 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 1% Asian, 98% White and 1% Mixed.

There is a team of four GPs, four practice nurses, two phlebotomists and one healthcare assistant. The practice is supported a primary care team made up of a clinical pharmacist, pharmacy technicians, a mental health practitioner, social prescriber and musculoskeletal specialist. The practice manager, assistant practice manager, office manager and team of care navigators undertake the day to day management and running of the practice.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. The practice is also open every other Saturday morning for extended hours pre-booked appointments from 8.30am to 11.30am.

Patients are advised to contact NHS 111 when the practice is closed, and this is displayed at the practice, in the practice information leaflet, on the practice website and on the practice telephone.