

Cranleigh Gardens Medical Centre

Inspection report

Cranleigh Gardens

Bridgwater

Somerset

TA6 5JS

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www.cranleighgardensmc.co.uk

Date of inspection visit: 10 Apr to 10 Apr

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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



Overall summary

This practice is rated as Good overall. (Previous rating December 2018 – Good overall with requires improvement for safe).

The key question at this inspection is rated as:

Are services safe? – Good

We carried out an announced focused inspection at Cranleigh Gardens Medical Centre on 10 April 2019 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in Regulation 13 HSCA (RA) Regulations 2014: Safeguarding service users from abuse and improper treatment. We had identified systems and processes should be implemented to provide staff with safeguarding training necessary for their role including vulnerable adults at risk of abuse and Prevent. We found the concerns had been resolved when we undertook a follow up inspection of the service on 10 April 2019.

During this inspection we reviewed areas where the provider should make improvements identified in our previous inspection (5 December 2018) and our key lines of enquiry for 'Safe'. This report and supporting Evidence Table covers our findings in relation to these.

The full comprehensive report on the December 2018 inspection can be found by selecting the 'all reports' link for Cranleigh Gardens Medical Centre on our website at www.cqc.org.uk

At this inspection we found:

- The practice had clear systems, processes and practices to protect people at risk of or suffering from abuse or neglect.
- Staff have the necessary skills and competencies appropriate for their role to identify and raise safeguarding concerns.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. We found the practice's necessary and statutory training for staff was in line with or above national guidance.
- Arrangements were in place to support and manage staff to deliver effective care and treatment such as clinical supervision for nurses and annual appraisal system for salaried GPs.
- The practice had taken action to improve cervical screening uptake rates and identify the number of patients with carer responsibilities.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to Cranleigh Gardens Medical Centre

Cranleigh Gardens Medical Centre is based at Cranleigh Gardens, Bridgwater, Somerset TA6 5JS (a purpose-built building built in 2011). We visited this and Westonzoyland Surgery (the branch surgery) 4 Cheer Lane, Westonzoyland, Bridgwater TA7 0EY as part of our inspection. Further information about the practice can be found at .

The Partnership is registered with the CQC in respect of the regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures and Treatment of disease, disorder or injury. They provide general medical services to approximately 10,918 patients. The practice is co-located with an independent pharmacy.

The practice partnership consists of two males and one female GP. The three GP partners work alongside four salaried GPs (female) to provide a whole time equivalent

(WTE) of 4.4. The practice team includes two nurse practitioners, five practice nurses, a practice manager and deputy, health care assistants, reception and administrative staff.

The practice is a training practice for medical students and doctors undertaking general practice speciality training.

The practice catchment area is situated within one of the most deprived areas of England ranking four (with one being the most deprived and 10 the least) within The Index of Multiple Deprivation 2015 (The index is the official measure of relative deprivation for small areas in England). The practice age profile is in line with local and national averages.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.