

Queens Avenue Surgery

Inspection report

14 Queens Avenue
Dorchester
Dorset
DT1 2EW
Tel: 01305262886
www.queensavenue.co.uk

Date of inspection visit: 20 November 2019
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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

Queens Avenue is located within the NHS Dorset Clinical Commissioning Group (CCG) area. It provides general medical services to approximately 7,900 patients.

The practice is situated in a three storey building. The consulting and treatment rooms for the practice are situated on the ground and first floors which can be accessed by a lift. There is patient parking immediately outside of the practice with spaces reserved for those with disabilities.

Information published by Public Health England rates the level of deprivation within the practice population group as ninth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice age profile showed the practice had a higher than average number of patients over the age of 65 years. For example, 43% compared with 27%.

There is a team of six GPs partners and one salaried GP. The GPs are supported by a practice manager, three practice nurses, two healthcare assistants (HCA) and additional reception and administration staff.

The practice is contracted to provide General Medical Services (GMS) and are registered with the CQC for the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

A range of services are provided including maternity care, childhood immunisations, chronic disease management,

NHS travel immunisations and several enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations.

The practice is open daily between 8.30am and 6.30pm. Extended hours appointments with the GP, practice nurses and HCAs are available on Saturday mornings between 8.30am and 12am. Patients are triaged by their own GP and are sent text reminder messages about appointments.

The practice is a training practice for doctors who were training to be qualified as GPs. Patients seen by these GPs are given longer appointments and the trainee has access to a senior GP throughout the day for support.

Out of hour's services are not provided as these are provided by the NHS 111 service whose contact details are available in the practice and on the website.

The provider has one location and we inspected that location at:

14 Queens Avenue

Dorchester

Dorset

DT1 2EW

Population group ratings

Older people	Good	
People with long-term conditions	Good	
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 and included a GP specialist advisor. A Clinical Commissioning Group representative attended the inspection (with consent from the practice) as an observer.

Background to Queens Avenue Surgery

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