

West Cheltenham Medical

Inspection report

Hesters Way Community Resource Centre
Cassin Drive
Cheltenham
GL51 7SU
Tel: 01242 507111
www.westcheltenhammedical.co.uk

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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 West Cheltenham Medical on 26 July 2019 as part of our inspection programme.

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 providing safe, effective, caring, responsive and well-led services. The practice is also rated good for all population groups.

We rated the practice as good for providing safe, effective, caring, responsive and well led services because:

- 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. The practice could demonstrate good patient outcomes were delivered.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Staff treated patients with kindness and respect and involved them in decisions about their care. The practice ethos was to provide an accessible and approachable patient-orientated service.

- The way the practice was led and managed promoted the delivery of high-quality, person-centred care. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose which they strived to deliver whilst motivating staff to succeed.
- Feedback from patients who used the service, those close to them and external stakeholders was positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.

Although there were no breaches of regulations, the practice should:

- Ensure that carers are identified, and support offered where required.
- Take steps to increase the cervical cancer screening uptake rate so as to achieve the national target of 80%.

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

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	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 adviser.

Background to West Cheltenham Medical

West Cheltenham Medical is located within the Gloucestershire local authority and is one of 75 practices serving the Gloucestershire Clinical Commissioning Group (CCG) area. It provides general medical services to approximately 3,600 patients.

Information published by Public Health England, rates the level of deprivation within the practice population group as fourth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a large proportion of patients registered who are of working age; 64% are aged 18-64 and this is comparable to the CCG and national averages of 59% and 62% respectively. It also has a lower percentage of elderly patients (6.9%) than local and national averages which are 21.3% and 17.3% respectively.

The practice is led by a male GP Partner who is contracted to provide Alternative Provider Medical Services (APMS) and who is 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.

The GP Partner is supported by two salaried GPs (one male and one female), three nurses, a health care assistant (HCA), two clinical pharmacists, a practice manager, a lead receptionist and five reception/admin staff.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and 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. Private travel vaccinations are offered in addition to those available free of charge on the NHS.