

Carnewater Practice

Inspection report

The Health Centre
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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 well-led?

Good 

Overall summary

We carried out an announced inspection at Carnewater Practice on 1 and 3 March 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 7 June 2017, the practice was rated Good overall and for all key questions.

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

Why we carried out this inspection

CQC undertook this inspection at the same time as we inspected a range of urgent and emergency care services in Kernow. To understand the experience of GP providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system wide feedback.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included;

- Conducting staff interviews using video conferencing facilities,
- Completing clinical searches on the practice's patient records system and discussing findings with the provider,
- Reviewing patient records to identify issues and clarify actions taken by the provider,
- Requesting evidence from the provider,
- A short site visit,
- A staff questionnaire.

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.

Overall summary

We have rated this practice as Good overall

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

Whilst we found no breaches of regulations, the provider **should**:

- Review and monitor cervical screening uptake rates and continue to encourage eligible women to attend for screening.
- Review processes to improve uptakes for childhood immunisations.
- Undertake an infection prevention control audit to ensure effective systems to manage infection prevention and control were in place.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector and a second CQC inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor member who completed clinical searches and records reviews without visiting the location.

Background to Carnewater Practice

Carnewater Practice is located in Bodmin at:

Dennison Road

Bodmin

PL31 2LB

The practice has a branch surgery at:

Carnewater Lewannick

Landry Cottage

Lewannick

Launceston

PL15 7QD

Carnewater Lewannick is currently closed for consultations but the dispensary is open on Tuesdays between 9am and 1pm and on Fridays between 10am and 12.30pm for prescription requests, queries and collection of medicines.

We did not visit the branch surgery at this inspection.

The provider is registered with CQC to deliver the Regulated Activities of diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice are currently in the process of merging with its neighbouring practice Stillmoor. This is planned for the date of 1 July 2022, a new build (for both practices) is planned to be completed in 2024 and patients are being consulted with over this. They share the same team net and clarity so policies and procedures are being merged under the brand name of Bosvena Health. Some of the staff, for example the nurses work across both sites. They are part of the Three Harbours PCN

The practice is situated within the Kernow Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of approximately 12,200. This is part of a contract held with NHS England.

The practice has dispensing facilities for patients who lived more than a mile away from a dispensing chemist. The dispensary is open during surgery times.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth lowest decile (four 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 predominately White British with 0.7% being another ethnicity. The age distribution of the practice population closely mirrors the local and national averages.

There is a team of six GPs and four nurse practitioners who provide cover at both practices. The practice has a team of three nurses, one healthcare practitioner, two healthcare assistants, two phlebotomists and a pharmacist. The GPs are supported by a team of reception and administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

For out of hours services patients are requested to telephone NHS 111 initially and to be then directed to the most appropriate service for treatment.