

Queens Road Surgery

Inspection report

88A Queens Road
Nuneaton
CV11 5LE
Tel: 024 7664 2368
www.queensroad.warwickshire.nhs.uk

Date of inspection visit: 16 July 2019
Date of publication: 02/09/2019

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 Queens Road Surgery on 16 July 2019 as part of our inspection programme. The practice had previously been inspected in June 2016 and rated as good. It was re-inspected by CQC on this occasion because of a change with the practice registration.

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 all population groups.

We found that:

- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Urgent same day patient appointments were available when needed. All patients we spoke with and those who completed comment cards before our inspection said they were always able to obtain same day appointments and access care when needed.

- Patients' needs were assessed and care delivered in line with current guidelines. Staff had the appropriate skills, knowledge and experience to deliver effective care and treatment.
- Results from the national GP patient survey revealed a high level of patient satisfaction about the care given at the practice which was either in-line with or above local and national averages. For example, 88% of patients who responded said that the last time they had a general practice appointment, the healthcare professional was good or very good at treating them with care and concern and 97% had confidence and trust in the healthcare professional they saw or spoke to.
- Patients said GPs gave them enough time and treated them with dignity and respect.

However there were areas of practice where the provider should make improvements:

- The practice should take further steps to identify and register patients who are carers in order to be able to provide them with appropriate support. At the time of our inspection 0.5% of patients were registered as carers.

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

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

Background to Queens Road Surgery

Queens Road Surgery is located on the edge of Nuneaton town centre. 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.

The practice is situated within the Warwickshire North Clinical Commissioning Group (CCG) and provides services to 2722 patients under the terms of a General Medical Services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership with two partner GPs (one male, one female), one permanently employed locum GP (male), two practice nurses and a health care assistant. They are supported by a practice manager and administrative staff.

There are slightly higher than average number of patients of working age.

The National General Practice Profile states that 80.5% of the practice population has a white ethnicity, with 17.6% from a mixed race or Asian background with a further 1.9% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 82.5 years compared to the national average of 83 years.