

Grove House Surgery

Inspection report

West Shepton
Shepton Mallet
Somerset
BA4 5UH
Tel: 01749342314
www.grovehousesurgery.net

Date of inspection visit: 23 October 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

This practice is rated as Good overall. (Previous inspection September 2016 – Good)

We carried out an announced focused inspection at Grove House Surgery on 23 October 2019, following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective, Responsive and Well-led and because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe and Caring.

As part of our inspection process, we also look at the quality of care for specific population groups.

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:

- Improvement areas identified during our last inspection (2016) had been addressed.
- Appropriate action had been taken relating to statutory notifications received since last inspection.

- Systems were in place to ensure clinicians remained up to date with current best practice. For example, monthly training sessions.
- The practice encouraged involvement in care and treatment decision making. For example, through treatment escalation plans and long-term chronic conditions self-management plans.
- Patient feedback was very positive about the care and treatment received.
- The practice was proactive in finding solutions to challenges they faced, such as implementing a work flow optimisation project.
- There was a stable leadership team which was inclusive and responsive to staff feedback.
- The leadership team had fully engaged with the local primary care network to drive improvements within the practice.

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

- Continue to embed overview systems and processes to ensure current and future performance indicators are effectively managed as part of the transition from the Providers current system to the National Quality Outcomes Framework.
- Continue to review action plans to improve uptake of cervical screening and childhood immunisations

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 CQC lead inspector. The team included a GP specialist advisor, and a second CQC inspector.

Background to Grove House Surgery

Grove House Surgery is located close to the centre of Shepton Mallet. The practice serves a local and rural population of approximately 6500 patients from the small market town and the surrounding area. The practice was established on the site in 1993 in a Grade II Listed Georgian farm house that was subsequently extended.

The address is:

Grove House Surgery,

West Shepton,

Shepton Mallet,

Somerset

BA4 5UH

There is parking on site including spaces for patients with a disability. The practice has several rooms which it makes available for use by other services.

Grove House Surgery has three GP partners and one salaried GP, between them they provide 24 GP sessions each week and are equivalent to three, whole time employees (WTE). Two GPs are female and two are male. In addition, the practice employs two nurse practitioners, one of which has recently become vacant and is subject to recruitment. The nursing team also comprises two practice nurses, whose working hours are equivalent to 1.07 whole time employees (WTE). In addition, the practice employs a health care assistant (0.96 WTE) and utilise existing staff in dual roles to provide two phlebotomy sessions per week.

The GPs and nurses are supported by management and administrative staff including a practice manager and deputy/IT lead equivalent to 10.2 WTE as well as a full-time apprentice studying business administration.

Further information about the practice can be found at: www.grovehousesurgery.net