

Cranleigh Gardens Medical Centre

Inspection report

Cranleigh Gardens
Bridgwater
Somerset
TA6 5JS
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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?

Requires improvement 

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 Cranleigh Gardens Medical Centre on 5 December 2018. As part of our inspection programme we also visited the branch surgery: Westonzoyland Surgery on 3 December 2018.

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 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.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. They ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.

- There was a strong focus and embedded system of quality improvement at all levels of the organisation. Leaders worked with external health organisations locally and nationally to support high-quality person-centred care delivery.

The areas where the provider **must** make improvements are:

- Ensure patients are protected from abuse and improper treatment.

In addition to the above, the provider **should**:

- Complete annual appraisals for salaried GPs.
- Implement a formal system for clinical supervision for nursing staff.
- Take action to ensure all staff have received relevant and mandatory training such as dementia awareness, safeguarding training in line with national guidance including vulnerable adults at risk of abuse and Prevent.
- Fully document actions as an outcome of safeguarding meetings.
- Take action to improve cervical screening uptake rates.
- Take action to increase the number of carers identified at the practice.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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

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 Cranleigh Gardens Medical Centre

Cranleigh Gardens Medical centre is based at Cranleigh Gardens, Bridgwater, Somerset TA6 5JS (a purpose-built building built in 2011). We visited this and Westonzoyland Surgery (the branch surgery) 4 Cheer Lane, Westonzoyland, Bridgwater TA7 0EY as part of our inspection. Further information about the practice can be found at .

The Partnership is registered with the CQC in respect of the regulated activities: Diagnostic and screening procedures; Family planning; Maternity and midwifery services; Surgical procedures and Treatment of disease, disorder or injury. They provide general medical services to approximately 10,918 patients. The practice is co-located with an independent pharmacy.

The practice partnership consists of two males and one female GP. The three GP partners work alongside four salaried GPs (female) to provide a whole time equivalent

(WTE) of 4.4. The practice team includes a nurse practitioner (WTE 1), five practice nurses (WTE 2.87), a practice manager and deputy, health care assistants, reception and administrative staff.

The practice is a training practice for medical students and doctors undertaking general practice speciality training. At the time of the inspection, two GP registrars (a trainee GP) were working at the practice.

The practice catchment area is situated within one of the most deprived areas of England ranking four (with one being the most deprived and 10 the least) within The Index of Multiple Deprivation 2015 (The index is the official measure of relative deprivation for small areas in England). The practice age profile is in line with local and national averages.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 13 HSCA (RA) Regulations 2014 Safeguarding service users from abuse and improper treatment</p> <p>Systems and processes should be implemented to provide staff with safeguarding training necessary for their role including vulnerable adults at risk of abuse and Prevent.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	