

Tenbury Surgery

Inspection report

The Surgery
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Tenbury Wells
Worcestershire
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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 Tenbury Surgery on 12 March 2019 as part of our inspection programme.

At the last inspection in February 2016 we rated the practice as good overall.

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 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

- The practice had been ranked fourth out of 32 practices locally for their National Patient Survey feedback results.
- The practice organised and delivered services to meet patients' needs. 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-centre care.

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

- Remain up to date with training considered essential by the practice.
- Review the process for the collection of controlled drug prescriptions.
- Ensure near misses are recorded appropriately.
- Continue to review the uptake for 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 adviser.

Background to Tenbury Surgery

Tenbury Surgery is located in the market town of Tenbury Wells in the north of Worcestershire. It also has a branch surgery; Clee Hill Surgery which provides a dispensary service for patients who live over one mile (1.6km) from the surgery. We visited both sites as part of our inspection. The practice is situated on the main high street and there is limited parking available on-site, however patients have access to off street parking.

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 and surgical procedures.

Tenbury Surgery is situated within the South Worcestershire Clinical Commissioning Group (CCG) and provides services to 9,422 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 practice has four GP partners (three male and one female), one salaried GP, three practice nurses, a clinical pharmacist and one health care assistant. The clinical team is supported by a practice manager, a deputy practice manager, a lead receptionist and a team of administrative, reception and dispensary staff.

The practice is a training practice and regularly hosts trainee GPs. A chaperone service is available for patients who request the service. This is advertised throughout the practice

There are higher than average number of patients between the ages of 45-64. The National General Practice Profile states that 98% of the practice population is from a white background with a further 2% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are available each Saturday between 8am and 12:40pm. Home visits are available for patients who are too ill to attend the practice for appointments.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Care UK via NHS 111.

The practice website can be viewed at:
www.tenburysurgery.co.uk