

Bennfield Surgery

Inspection report

Bennfield Surgery
Hilton House
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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 Bennfield Surgery on 17 January 2019 as part of our inspection programme. The practice had previously been inspected on 22 July 2015 and had been rated as good in all areas.

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. They had established systems which all staff were aware of to ensure the safety of patients and staff was maintained.
- Patients received effective care and treatment that met their needs which was evident both in practice's clinical achievement as well as from patients' satisfaction with the care they received.

- There were systems to support effective governance and staff had allocated roles and responsibilities which they were all aware of and had been appropriately trained to carry out.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. This was reported by patients on the day of inspection.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The management team worked closely together and maintained effective communication to promote the delivery of high-quality, person-centre care.
- Staff reported feeling well supported in their work and were encouraged to develop within the practice.

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

- To continue to explore and monitor ways of improving patient satisfaction when making an appointment.

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

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

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 and included a GP specialist advisor.

Background to Bennfield Surgery

Bennfield Surgery is located in the centre of Rugby. The surgery has good transport links and there is a pharmacy opposite the practice. The practice occupies a large modern building which it shares with another local GP practice. Other health care professionals attend the practice to deliver their services such as the physiotherapist, Improving Access to Psychological Therapies (IAPT) counsellor and the midwife.

Bennfield Surgery is part of Coventry and Rugby Clinical Commissioning Group (CCG) and provides services to approximately 7,900 patients under the terms of a general medical services (GMS) contract which is nationally negotiated.

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

The practice has four GP partners, three female and one male and one salaried male GP. The practice employ a nurse practitioner, three practice nurses and a health care assistant. The clinical team are supported by a practice manager, office manager and a team of administration and reception staff.

The practice has a higher than average number of patients over the age of 65 years. The practice population

is predominantly white British with 10% of patients from black, Asian and other ethnic minority groups. The local area does not experience significant levels of deprivation. Information published by Public Health England shows the level of deprivation within the practice population group as eight, on a scale of one to ten with one being the most deprived. However, there are some small pockets of deprivation where patients experience difficulties with alcohol dependency and drug abuse.

Male life expectancy in the practice population is 80 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

The practice is open from 8:30am until 6pm Monday to Friday. They provide their own extended hours appointments on Saturday mornings from 8:30am until 12:30pm (for pre-booked appointments only). From 8am until 8:30 am and from 6pm until 6:30pm, telephone calls are taken by the West Midlands Ambulance Service who would contact the on-call GP if necessary.

The practice is a member of the local Coventry and Rugby GP Alliance who provide an additional extended hours service for all patients whose GP practice is a member. This service can be accessed Monday to Friday evenings

from 6:30pm until 9:30pm and Saturday mornings from 9am until 12pm and Sunday mornings from 10am until 1pm from eight locations across the Coventry & Rugby area.

Home visits are available for patients who are housebound or 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 Care UK via NHS 111.