

The Baldock Surgery

Inspection report

Astoria House
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Baldock
Hertfordshire
SG7 6BP
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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 The Baldock Surgery on 27 February 2019, as part of our inspection programme.

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 organised and delivered services to meet patients' needs.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to take steps to ensure clinical documentation is managed in accordance with the practice policy.
- Continue to take steps to ensure medicines stock control is managed effectively including the expiry dates of vaccines.
- Continue to take steps to ensure learning from significant events is shared with all relevant staff members and events are analysed in order to identify trends and themes.
- Ensure information from relevant safety alerts are incorporated into routine clinical practice.
- Implement a clear process to ensure the competence of staff employed is effectively monitored and managed.
- Continue to improve levels of patient satisfaction particularly in relation to patient waiting times.

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. The team included a GP specialist adviser and a practice manager specialist adviser.

Background to The Baldock Surgery

The Baldock Surgery is located at Astonia House, High Street, Baldock, Hertfordshire, SG7 6BP.

The provider is registered with CQC to deliver five Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury. Services are provided on a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 12,885 patients.

The Baldock Surgery is the only GP practice within the town of Baldock. The practice is within the Hertfordshire local authority and is one of 55 practices serving the NHS East and North Hertfordshire Clinical Commissioning Group (CCG) area. The practice has one registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice team consists of eight GP Partners; five of which are male and three are female. There are four salaried GPs; two male and two female. There are five practice nurses, a practice manager and a team of reception and administration staff members.

The age of the practice population served is comparable to local and national averages. The practice has a slightly lower than average number of patients aged zero to four years old and a slightly higher than average number of patients aged from 65 to 84 years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 6% (2011 census). Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The Out of Hours service is provided by Herts Urgent Care and can be accessed via the NHS 111 service. Information about this is available in the practice, on the practice website and on the practice telephone line.