

Abbey Meads Village Centre

Inspection report


Elstree Way
Swindon
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Date of inspection visit: 5 June 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

Inadequate 

Are services safe?

Inadequate 

Are services effective?

Inadequate 

Are services caring?

Good 

Are services responsive?

Inadequate 

Are services well-led?

Inadequate 

Overall summary

We carried out a short notice announced comprehensive inspection at Abbey Meads Medical Centre on 5 June 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.

In September 2018, Abbey Meads Medical Centre began working collaboratively with five other practices in the Swindon area with the support of Integral Medical Holdings (IMH), who provide back-office services such as payroll, human resources, finance and management support. This

collaboration was formed to maintain the services provided by these practices, and to look to develop new ways of working in line with the Government's plan for primary care, the 'General Practice Five Year Forward View'.

In March 2019 the practice was registered under a new provider, the Better Health Partnership. This was predominately a business and legal entity change with the same people being responsible for the running of the practice with the previous provider IMH. In May 2019, IMH

withdrew from providing support services, but the structure has remained the same with all correspondence and back office functions being managed at Moredon Medical Centre, which is known as the hub.

We have rated this practice as inadequate overall.

We rated the practice as **inadequate** for providing safe services because:

- The practice did not have clear systems and processes to keep patients safe.
- The practice did not have appropriate systems in place for the safe management of medicines.
- The practice did not learn and make improvements when things went wrong.

We rated the practice as **inadequate** for providing effective services because:

- There was limited monitoring of the outcomes of care and treatment.
- The practice was unable to show that staff had the skills, knowledge and experience to carry out their roles.

We rated the practice as **inadequate** for providing responsive services because:

- Patients were unable to access services in a timely manner and there was a lack of continuity of care.

We rated the practice as **inadequate** for providing well-led services because:

- Leaders could not show that they had the capacity and skills to deliver high quality, sustainable care.
- While the practice had a clear vision, that vision was not supported by a credible strategy.
- The practice culture did not effectively support high quality sustainable care.
- The overall governance arrangements were ineffective.
- The practice did not have clear and effective processes for managing risks, issues and performance.
- The practice did not always act on appropriate and accurate information.
- We saw little evidence of systems and processes for learning, continuous improvement and innovation.

These areas affected all population groups so we rated all population groups as **inadequate**.

We rated the practice as good for providing caring services because:

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

Following the inspection, we applied urgent conditions to the provider registration of the Better Health Partnership, which relates to all five of the providers registered GP practice locations. This was in relation to the significant issues relating to patient safety, the quality of service and leadership and governance.

I am placing this service in special measures. Services placed in special measures will be inspected again within six months. If insufficient improvements have been made such that there remains a rating of inadequate for any population group, key question or overall, we will take action in line with our enforcement procedures to begin the

Overall summary

process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

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	Inadequate 
People with long-term conditions	Inadequate 
Families, children and young people	Inadequate 
Working age people (including those recently retired and students)	Inadequate 
People whose circumstances may make them vulnerable	Inadequate 
People experiencing poor mental health (including people with dementia)	Inadequate 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a GP specialist advisor who was shadowing the team, a practice manager specialist advisor and a second CQC inspector.

Background to Abbey Meads Village Centre

The provider, Better Health Partnership LP, delivers regulated activities from its five main locations (and two branch locations). The addresses for these main sites are:

Moredon Medical Centre

Moredon Road,

Swindon.

SN2 2JG

Tel: 01793 342000

Website:www.moredonmedicalcentre.nhs.uk

Eldene Surgery

Colingsmead,

Swindon

SN3 3TQ

Tel: 01793 522710

Website:www.eldenesurgery.com

Phoenix Surgery

Dunwich Drive,

Swindon

SN5 8SX

Tel: 01793 600440

Website:www.phoenixsurgery.com

Taw Hill Medical Centre

Aiken Rd,

Swindon

SN25 1UH

Tel: 01793 709500

Website:www.tawhillsurgery.nhs.uk

Abbey Meads Medical Group

Village Centre,

Elstree Way,

Swindon

SN25 4YZ

Tel: 01793 706030

Abbey Meads Village Centre is located in Swindon. It is one of the 26 practices within the NHS Swindon Clinical

Commissioning Group area and has around 17,500 patients. The practice shares a purpose built building with a number of other health related services. Treatment and consulting rooms are not shared.

We inspected the location Abbey Meads Village Centre and one of its two branches Crossroads Surgery as part of this inspection. Penhill Surgery, the other branch site was closed on the day of inspection.

The practice has a General Medical Services contract to deliver health care services. This contract acts as the basis for arrangements between Swindon Clinical Commissioning group and the practice for the provision of medical services.

The area the practice serves has relatively high numbers of young families and a higher than average number of patients under 19 years of age and between 35 and 50 years of age. The practice area is in the national average

range for deprivation. Average male and female life expectancy for the area is 79 and 84 years, which is broadly in line with the national average of 79 and 83 years respectively.

Abbey Meads Village Centre provides the following regulated activities:

- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical procedures
- Family planning

The practice has opted out of providing an out-of-hours service. However, the provider is available outside usual surgery hours, with the practice's phone line being routed to an answering service, which will pass on messages. Otherwise, patients calling the practice when it is closed relate to the local out-of-hours service provider via NHS 111.