

Dr R Salmon & Partners

Inspection report

The Red House Surgery
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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 effective?

Requires improvement



Are services well-led?

Good



Overall summary

This practice is rated as Good overall. The practice had a comprehensive inspection on 9 April 2015 and was rated as good in all domains.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

Are services at this location effective?

Are services at this location well-led?

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.
- Information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall.

At this inspection, the practice was rated as requires improvement for providing effective services because the population groups of people with long-term conditions, families children and young people and people experiencing poor mental health (including people with dementia) were rated as requires improvement. These population groups were rated as requires improvement because:

- We found the practice had a higher Quality Outcomes Framework exception reporting rate for all long-term condition indicators; some of which were significantly higher than the Clinical Commissioning Group (CCG) and England averages. The practice was aware of this data and had introduced changes. However, there was no validated data available to reflect that improvements had been made.
- We found the practice had a higher Quality Outcomes Framework exception reporting rate for all mental health indicators; some of which were significantly higher than the Clinical Commissioning Group (CCG) and England averages. The practice was aware of this data and had introduced changes. However, there was no validated data available to reflect that improvements had been made,

- The practice's childhood immunisation uptake rate was below the 90% World Health Organisation target rate for two out of four immunisations at 74.3% and 89.5%. The practice was aware of this data and had introduced changes. However, there was no validated data available to reflect that improvements had been made,

In addition to this, the population group of working age people was rated as inadequate because:

- The practice's cervical screening uptake was significantly lower than the 80% Public Health England target rate at 46.6%. The practice was aware of this data and had introduced changes. However, there was no validated data available to reflect that improvements had been made.
- The practice's breast and bowel cancer screening uptakes were lower than the CCG and England averages.

At this inspection, the practice was rated as Good for providing well-led services because:

- Leaders demonstrated that they understood the challenges to quality and sustainability, and we were assured that actions had been taken to address these challenges. However more time was required to evidence the changes had improved people's outcomes.
- Some areas of the practice performance such as those shown in the QOF data, childhood immunisations and cancer screening had decreased from 2017/2018. The practice leaders had demonstrated they had reviewed this data, implemented action plans and ensured systems and processes were in place to drive improvements.
- Of the practice population, 6,643 (30%) were registered as students at the local university. The provider and staff had an understanding of the requirements of students and worked collaboratively, both internally and externally, to improve pathways of care for students.
- Staff told us they felt well supported by the leadership team who were visible and approachable.
- Members of the Patient Participation Group (PPG) told us they felt involved and that the practice acted on their input and views.

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

- Continue to monitor and improve exception reporting for long term conditions and mental health indicators.

Overall summary

- Continue to monitor and improve the practice's cervical screening, breast and bowel cancer screening uptake rate.
- Continue to monitor and improve the uptake of childhood immunisations.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser.

Background to Dr R Salmon & Partners

The Red House Surgery (Dr R Salmon & Partners) provides Primary Medical Services (PMS) to approximately 21,218 patients and is situated in central Cambridge, Cambridgeshire. The practice provides medical services to Anglia Ruskin University and works from a purpose-built facility on campus.

The practice has a team of eleven GPs (three male and eight female); four GPs are partners meaning they hold managerial and financial responsibility for the practice. In addition, there is one three practice nurses, one clinical pharmacist, two health care assistants and a phlebotomist. The practice manager was supported by a team of medical secretaries, reception and

administration staff. The Red House surgery is a training practice and a GP registrar provided clinics throughout the year. Medical students including nurses also attended the practice for training.

The practice is open Monday to Friday 8.30am to 6pm. On a Monday the practice is also open from 6.30pm to 9pm and on a Saturday the practice opens 8.30am to 12.30pm for pre-booked appointments.

Outside of practice opening hours patients are able to access pre-bookable evening and weekend appointments through a network of local practices. In addition to this, an out of hours medical service is provided by Herts Urgent Care, accessed by patients dialling the NHS 111 service.