

# Ridgeway View Family Practice

## Inspection report

Wroughton Health Centre  
Barrett Way, Wroughton  
Swindon  
Wiltshire  
SN4 9LW  
Tel: 01793 812221  
www.ridgewayviewfamilypractice.co.uk

Date of inspection visit: 11 December to 11 December  
Date of publication: 09/01/2019

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 Ridgeway View Family Practice on 11 December 2018, as part of our inspection programme. The service was previously inspected on 17 February 2016, and rated as Good overall.

Our judgement of the quality of care at this service is based 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.**

This means that:

- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- People's needs were met by the way in which services were organised and delivered.

- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

We found an area where the provider should make improvements. The provider **should**:

- Continue to identify carers to enable this group of patients to access the care and support they require.
- Continue efforts to increase the programme coverage of women eligible to be screened for cervical cancer.
- Continue to engage patients with high blood pressure and diabetes, so that there is lower exception reporting and healthier outcomes for these health indicators.

## **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

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

## Our inspection team

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

## Background to Ridgeway View Family Practice

The provider, Ridgeway View Family Practice, delivers regulated activities from its main and branch sites. The branch site (at Chiseldon) was also visited as part of this inspection. The addresses for the main and branch sites are:

Ridgeway View Family Practice

Barrett Way,

Wroughton

Swindon

SN4 9LW

Tel: 01793 812221

Station House Surgery

Station Road

Chiseldon

Swindon

SN4 0PB

Tel: 01793 740276

Website (for both main and branch sites):

[www.ridgewayviewfamilypractice.co.uk](http://www.ridgewayviewfamilypractice.co.uk)

Ridgeway View Family Practice is based in Swindon, Wiltshire, and is one of 23 practices serving the NHS Swindon Clinical Commissioning Group (CCG) area. The main practice at Wroughton Health Centre is a single-storey, purpose built accommodation. All GP consultation and nurse treatment rooms are accessible from the waiting area. There is also a pharmacy within the same building that is not associated with Ridgeway View Family Practice.

Station House Surgery (the branch practice) is also a single-storey, purpose built accommodation. There are two GP consultation rooms and one treatment room.

The practice has around 13,600 registered patients from an area surrounding the practice and Swindon Old Town. The practice age distribution is broadly in line with the national average, with most patients being of working age or older.

The practice offers GP and nursing consultations and dispensary services from its main and branch sites, which are about three miles apart. Patients are given the option to be seen at either practice and staff work across both sites. The practice provides medical care for patients at six care homes.

Ninety-six per-cent of the practice population describes itself as white, and around 4% as having a Black, Asian

and Minority Ethnic (BAME) background. The practice boundary has an estimated low level of socio-economic deprivation: a local area measure recorded a score of 9, on a scale of 1-10, with a higher score indicating a less deprived area. (Note that the circumstances and lifestyles of the people living in an area affect its deprivation score. Not everyone living in a deprived area is deprived and not all deprived people live in deprived areas).

The practice has a General Medical Services (GMS) contract to deliver health care services. (A GMS contract is a contract between NHS England and general practices for delivering general medical services, and is the commonest form of GP contract).

Ridgeway View Family Practice is registered to provide 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 six GP partners (four female, two male) who rotate the lead and deputy role of Chief Executive every three years. There are three salaried GPs (female), one long-term locum GP (male) and one GP Retainer (GP Retainers provide short-term support for GPs who have family commitments or health problems which restrict them from working in General Practice in the usual way as partners or salaried GPs). The nursing team includes a nurse manager, two practice nurses, two treatment room nurses and four healthcare assistants. A dispensing manager manages a team of six dispensers. The practice manager is concerned with the day-to-day running of the practice. The non-clinical practice management team also consists of a practice personal assistant, a senior

manager, an organisational manager, and a patient services manager. Sixteen patient care co-ordinators are led by a patient care co-ordinator manager. Patient care co-ordinators were formerly titled receptionist, administrative and secretarial staff, and have completed additional training.

The practice offers support and mentorship to medical students on placement and GPs in training as it is a teaching and training practice. There are two GP registrars undertaking their training at the practice currently. In addition, the practice plans to offer placements to student nurses who are interested in practice nursing as a career.

Ridgeway View Medical Practice is open from 8am to 6.30pm, Monday to Friday, and the practice will take calls during these times. Routine and urgent GP appointments are available during these times.

Station House Surgery is open from 8am to 6.30pm, Monday to Thursday; and from 8am to 6pm on Fridays. Routine and urgent GP appointments are available during these times.

The main practice at Wroughton offers extended opening on Tuesday mornings, 7.15am-8am,

Thursday mornings, 7.15am-8am (fortnightly) and Saturday mornings, 8.30am-12pm, (monthly. Second Saturday in the month).

The practice has opted out of providing Out-Of-Hours services to its own patients. Outside of normal practice hours, patients can access the NHS 111 service, and an Out-Of-Hours GP is available at Swindon Walk-In Centre. Information about the Out-Of-Hours service was available on the practice website, in the patient registration pack, and as an answerphone message.