

# Priory Road Medical Centre

## Inspection report

Priory Road  
Swindon  
SN3 2EZ  
Tel: 01793688744

Date of inspection visit: 22 September 2023  
Date of publication: 12/10/2023

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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced comprehensive inspection at Priory Road Medical Centre on 22 September 2023. Overall, the practice is rated as Good.

The ratings for each key question are as follows:

Safe – Good

Effective – Good

Caring – Good

Responsive - Good

Well-led – Good

## Why we carried out this inspection

This inspection was a comprehensive inspection to provide the practice with their first rating since they registered with CQC in December 2021.

The full reports for previous inspections can be found by selecting the 'all reports' link for Priory Road Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

## Our findings

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

We rated the practice as **Good** for providing safe, effective, caring, responsive and well-led services because:

# Overall summary

- The practice's systems, practices and processes kept people safe and safeguarded from abuse.
- There was an effective to the safe care and treatment of patients prescribed medicines that required routine monitoring and those with long-term conditions.
- Recruitment checks were carried out in accordance with regulations and practice policy.
- Risks to patients, staff and visitors were being routinely assessed, monitored and managed effectively.
- Systems and processes for managing and responding to significant events were effective.
- The provider carried out quality improvement activity.
- Staff treated patients with kindness, respect and compassion.
- Staff worked together and with other organisations to deliver effective care and treatment.
- Complaints were listened and responded to and used to improve the quality of care.
- Staff helped patients to be involved in decisions about care and treatment.
- Leaders had taken action to ensure the quality, safety and performance of the service.
- The practice had processes for managing issues, risks and performance.
- Leaders were aware of all required improvements to ensure the quality, safety and performance of the service.
- The practice's processes for managing risks, issues and performance were effective.
- There were systems to support governance.

We saw the following areas of outstanding practice:

- Leaders modelled and encouraged compassionate, inclusive and supportive relationships among staff so that they felt respected, valued and supported.
- We saw that there was a culture of collective responsibility and positive relationships between staff and teams, conflicts and sharing of lessons learnt/improvements were discussed constructively and effectively.
- There were processes for providing all staff at every level with the development they needed, including high-quality appraisal and career development conversations.

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

**Dr Sean O'Kelly** BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector, who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Priory Road Medical Centre

Priory Road Medical Centre is located at Priory Road, Swindon, SN3 2EZ.

The provider is registered with CQC to deliver the Regulated Activities: Diagnostic and screening procedures, Family planning, Maternity and midwifery services, Treatment of disease, disorder or injury and Surgical procedures.

The practice is situated within the Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 8,710. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, Wyvern Health Partnership Primary Care Network (PCN).

Information published by UK Health Security Agency shows that deprivation within the practice population group is in the second lowest decile (2 out of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 87.1% White, 1.9% Black, 8.2% Asian, 2.3% Mixed and 0.5% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more female patients registered at the practice compared to males.

The practice is led by 5 GP partners. They are supported by a locum GP, a GP registrar, a senior nurse practitioner, 3 practice nurses, a triage nurse, a home visiting team (consisting of 2 advanced clinical practitioners and a nurse practitioner), 2 healthcare assistants, a phlebotomist, a practice manager, an assistant practice manager and a team of reception/administration staff.

Priory Road Medical Centre is open between 8am to 6.30pm Monday to Friday. Providing enhanced access early morning appointments 7:30am to 8:00am on Monday, Tuesday, Thursday and Friday, as well as evening appointments 6:30pm to 8pm on Wednesday and Thursday.

The practice offers a range of appointment types including book on the day, telephone consultations, video consultations and advance appointments.

Extended access is provided locally, on weekdays there are telephone appointments available daily with LIVI (these are anytime between 6pm and 10pm. LIVI - an external online provider) and weekend appointments with Brunel Health Group 9am to 1pm (Brunel Health Group are 14 independent GP practices who have joined together to support 19 practices with extended access services). Out of hours services are arranged by NHS111 with Medvivo, who take calls from practice patients between 6:30pm and 8am in the week and at weekends.