

Mortimer Surgery

Inspection report

72 Victoria Road
Mortimer Common
Reading
Berkshire
RG7 3SQ
Tel: 01189332436
www.mortimersurgery.co.uk

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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 Mortimer Surgery in November 2018 where we rated the practice as requires improvement for providing safe and well-led services and good for providing effective, caring and responsive services. They were rated as requires improvement overall. We undertook this inspection on 3 December 2019 to check the appropriate improvements had been made.

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 had taken appropriate action and responded to the concerns we identified during our previous inspection of the previous provider.
- The practice had improved the governance arrangements.
- The practice provided effective care and treatment.
- Patient feedback was positive about staff. We received 27 CQC comments cards, with 27 of the comments being positive overall.
- The practice was responsive to individual patients' needs.

Whilst we found no breaches of regulations the practice should:

- Review the arrangements for the monitoring of staff compliance with standard operating procedures.

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	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 also included a GP specialist advisor.

Background to Mortimer Surgery

The practice provides medical services to over 11,700 registered patients in Mortimer, Berkshire and is a dispensing practice. The practice serves an older than average practice population and with low deprivation scores. The practice has been extensively extended and modernised to meet patient needs, in the recent years. All consulting and treatment rooms are located on the ground floor.

Care and treatment is delivered by seven GPs, with six male and one female GPs, practice nurses, a dispensary team, health care assistants/phlebotomist. Mortimer Surgery also provides access or facilities to other medical services, such as physiotherapy, counselling and chiropody.

The practice is involved with the local and clinical commissioning group (CCG); one of the GP partners has an active role in the CCG. The practice has a General Medical Services (GMS) contract. The practice is a GP training practice, which looks after GP registrars.

The practice provides services from: Mortimer Surgery, 72 Victoria Road, Mortimer Common, Reading, Berkshire, RG7 3SQ.

The out of hours service is provided by Westcall and is accessed by calling NHS 111. Advice on how to access the out of hours service is contained in the practice leaflet, on the patient website and on a recorded message when the practice was closed.

The practice is registered with CQC to provide the following regulated activities:

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