

Poundbury Doctors Surgery





Inspection report

3 Frederick Treves House
St John Way
Dorchester
DT1 2FD
Tel: 01305251128
www.cornwallroadpractice.co.uk

Date of inspection visit: 04 May 2022
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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 well-led?		Good	

Overall summary

We carried out an announced inspection at Poundbury Doctors Surgery on 4 May 2022. Overall, the practice is rated as Good

The key questions have been rated as;

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 14 February 2017 the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Poundbury Doctors Surgery on our website at www.cqc.org.uk

Why we carried out this inspection.

The CQC is currently undertaking a 'Band 1 Quality Sampling review' of practices rated Good/Outstanding. In each sector we are undertaking a percentage of inspections of band one services with published statements and are a key part of our quality assurance of the new monitoring approach.

How we carried out the inspection.

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

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.

Overall summary

We have rated this practice as Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- We found appropriate recruitment checks were in place for staff working at the practice.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Our review of clinical records found patients with long-term conditions received appropriate management and follow-up.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

Whilst we found no breaches of regulations, the provider **should**:

- The provider should ensure persons employed in the provision of the regulated activity receive the appropriate training, necessary to enable them to carry out their duties.
- Monitor the systems put in place to improve uptake of cervical screening to ensure they are effective.
- The provider should consider reviewing their processes and systems for recording and acting on safety alerts.

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included two inspectors 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 Poundbury Doctors Surgery

Poundbury Doctors Surgery is located in Dorchester at:

3 Frederick Treves House,

St John Way,

Dorchester,

DT1 2FD

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice provides pharmaceutical services to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy premises. It is also a research and GP training practice.

The practice is also a training practice for GP registrars, foundation doctors and medical students from Southampton and London medical schools.

The practice is situated in the Dorset Clinical Commissioning Group (CCG) and delivers personal medical services (PMS) to a patient population of approximately 7,400. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation in the practice population group is in the eighth decile (eight of 10). The lower the decile, the more deprived the practice population is relative to others.

There is a team of six GPs who provide cover at the practice. The practice has a team of three nurses who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and assistant practice manager provide managerial oversight.

The practice is open 8.00 am to 6.30 pm Monday, Tuesday, Thursday and Friday. On Wednesdays the practice is closed between 1 pm and 2 pm to allow for staff training. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Extended access is provided on a Wednesday evening between 6.30pm and 7.30 pm for booked appointments only.

Out of hours services are accessed through telephoning NHS 111.