

Camrose, Gillies and Hackwood Partnership

Inspection report

Sullivan Road
Basingstoke
RG22 4EH
Tel: 01256479747

Date of inspection visit: 22 July 2021
Date of publication: 12/11/2021

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 inspection at Camrose, Gilles and Hackwood Partnership on between 18 and 22 July 2021. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for The Gillies and Overbridge Medical Partnership on our website at www.cqc.org.uk

Why we carried out this inspection.

Following our previous inspection in March 2019, the practice was rated Requires Improvement overall with requires improvement ratings given for the two key questions Safe, Responsive and Well Led. We issued requirement notices against Regulations 12 and 17 of the Health and Social Care Act Regulations 2014, Safe care and treatment and Good Governance. The key questions of Effective and Caring were rated Good.

This was a comprehensive inspection, and also followed up on the areas identified for improvement in the last inspection, including a breach of regulations and 'shoulds' identified in the last inspection.

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 inspection 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
- Short site visits

Our findings

Overall summary

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 made changes and improvements in the areas we identified at our last inspection. These included improvements in the following:

- The completion and reviewing of risk assessments.
- Updating policies and procedures.
- Patient Group Directions being signed appropriately
- Medicines and Healthcare products Regulatory Agency (MHRA) alerts being actioned in a timely way and oversight being maintained.
- Appropriate recruitments checks for staff.

We also found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- 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-centre care.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

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 who spoke with staff using video conferencing facilities and undertook a site visit.

The inspector was supported by 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 Camrose, Gillies and Hackwood Partnership

Camrose, Gillies and Hackwood Partnership is located in Basingstoke at Gillies Health Centre

Sullivan Road, Brighton Hill, Basingstoke, Hampshire, RG22 4EH. The practice has two branch surgery's at: St Andrews Centre, Western Way, Basingstoke, RG22 6ER and Essex House, Essex Road, Basingstoke, RG21 8SU.

The Essex House branch was visited as part of this inspection.

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

The practice offers services from both a main practice and branch surgeries. Patients can access services at all sites.

Since the last inspection the practice had entered into a partnership. The partnership was a collaboration between two organisations to deliver care to patients. The same team and staffing remained in place, but all staff were supported by new ways of working in terms of HR, finance, administrative processes and training

The practice is situated within the North Hampshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 42000. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (seven 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 4% Asian, 92% White, 1% Black, 2% Mixed, and 1% Other.

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

There is a team of six GP partners and 17 salaried GP's who provide cover at all three sites. The practice has a team of 22 additional clinical staff, including advanced nurse practitioners, practice nurses, health care assistants and

phlebotomists nurses who provide nurse led clinic's for long-term condition, healthcare assessments and reviews and blood testing at both the main and the branch locations. The GPs and clinical staff are supported at the practice by a team of reception/administration staff. The practice manager is based at the main location to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgeries. During the height of the COVID 19 pandemic the practice allocated each of the three sites as Red, Amber and Green to protect patients and to allow those patients who may be COVID positive to still access face to face appointments if required.

Extended access is provided by the practice, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.