

Chatham Street Surgery

Inspection report

The Surgery
121 Chatham Street
Reading
RG1 7JE
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www.chathamstreetsurgery.co.uk

Date of inspection visit: 27 October 2020
Date of publication: 03/12/2020

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services caring?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the provider.

We inspected Chatham Street Surgery on 23 July 2019. Following this focussed inspection, we did not rate the practice. However, conditions were applied to the provider's registration and, a Warning Notice was issued due to the levels of risk identified.

We carried out a comprehensive inspection at Chatham Street Surgery on 11 December 2019 to check the progress made against the enforcement action. This report was published on 2 April 2020. The full comprehensive report following the inspection on December 2019 can be found by selecting the 'all reports' link for Chatham Street Surgery on our website at www.cqc.org.uk. The outcome of the inspection was that the practice was rated Requires Improvement.

A further announced **GP focused inspection** was undertaken on **27th, 28th and 29th October 2020**. We focussed our inspection to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements. As a result of the remote focused inspection, the ratings awarded to the practice were not updated.

We used this approach because we wanted to find evidence that could confirm what the provider had told us, earlier in 2020. The provider sent us reports at that time to show us that they had complied with the warning notice issued, and the conditions previously imposed on the provider registration.

During this remote inspection we found that:

- Staff feedback had significantly improved and was positive. There was a new leadership structure, and staff felt supported by the management.
- The practice's policies and procedures were comprehensive and fully embedded, and they were easily accessible by all.
- The practice had effective systems for keeping patients safe from abuse and harm.
- The practice was able to demonstrate staff had the skills, knowledge and experience to carry out their roles.
- Staff members were appraised annually and received appropriate supervision and training.
- There was an improvement in the uptake of childhood immunisations. The indicators showed the practice had achieved the minimum 90% target for three of the sub-indicators.
- The practice demonstrated appropriate pre-employment checks had been completed for a new member of staff employed since the last inspection.
- Data showed an improvement in the outcomes for people with long term medical conditions. However, further improvement could be achieved in care for people diagnosed with diabetes.
- The cervical screening recall processes was improved, and the practice regularly contacted eligible patients to attend the screening. However, practice's overall uptake has only slightly improved as it was still below the national target of 80%.

We found no further breaches of regulations. Based on the improvements identified above, the provider had achieved compliance with the Regulation 17 Warning Notice and we are also able to lift the conditions previously imposed on the provider's registration.

However, there were areas of practice where the provider needs to continue to make improvements. The provider should:

Overall summary

- Continue to work on the action plan that has been identified by the practice and is underway to address the inconsistencies with the coding of medicine reviews, including recording the missing weights measurements for patients to complete dosage calculations.

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 General Practice

Population group ratings

Older people	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a second inspector and a GP specialist advisor.

Background to Chatham Street Surgery

Chatham Street Surgery is located in a purpose-built health centre and is situated in the heart of Reading town centre. There are approximately 6,800 registered patients.

Chatham Street Surgery is a practice within the Berkshire West Clinical Commissioning Group (CCG). (A CCG is responsible for planning and designing local health services in a specific geographic area. They do this by 'commissioning' or buying health and care services).

The practice has a mixed patient population. Patients registered at the practice are from many different ethnic backgrounds with no specific background being prominent due to the variety of cultures in Reading. There are a large proportion of the patients who speak English as a second language. The practice also provides care to asylum seekers, homeless people and refugees.

The practice population has a higher than national average patient group aged between 25-34, with a number of patients being working professionals. However, 10% of the practice population has a working status of unemployed compared to the national average of 6.2%. National data shows the practice ranked five in a scale of one to 10 for economic deprivation (with 10 least deprived and one most deprived). People living in more deprived areas tend to have greater need for health services. The practice also has a transient patient population with patients often outside of the country for long periods. This has an impact on screening and recall programmes.

There are four GPs (three male and one female) at the practice comprising two partners and one long term locum. The GP sessions held at the practice equate to 3.75 whole time GPs. The all-female nursing team consists of two practice nurses and two phlebotomists with a mix of skills and experience. The practice has a PMS contract.

The practice is open between 8am and 6.30pm, Monday to Friday. Appointments are offered from 8.30am to 12.50pm every morning and afternoon clinics start at 12pm with the last appointment at 5.30pm daily. Extended hours appointments are offered on a Monday at the practice and at other GP surgeries in the local area from Tuesday to Sunday as part of federated arrangements.

All services are provided from 121 Chatham Street, Reading, Berkshire, RG1 7JE

The regulated activities for which the practice is registered are:

- Treatment of disease disorder and injury

- Maternity and midwifery services
- Diagnostic and screening procedures
- Family planning
- Surgical procedures

The practice has opted out of providing out of hours services to their patients. Out of hours services are provided by Westcall. The out of hours service is accessed by calling NHS 111. There are arrangements in place for services to be provided when the surgery is closed, and these are displayed at the practice and in the practice information leaflet.