

Locking Hill Surgery

Inspection report

Locking Hill
Stroud
Gloucestershire
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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

Requires improvement 

Are services safe?

Requires improvement 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Locking Hill Surgery on 29 January 2019 as part of our inspection programme.

The practice was previously inspected in January 2015 and was rated as good overall and requires improvement for providing safe services.

We undertook a comprehensive inspection of the practice in May 2017 where the practice was rated as inadequate for providing safe, effective and well led services as well as overall, requires improvement for providing responsive service and good for providing caring services.

A follow up inspection was undertaken in November 2017 to check the practice had addressed the breaches of regulations we identified at the May 2017 inspection.

A comprehensive inspection was undertaken in January 2018 to confirm the practice had met the legal requirements following the previous inspection. At the time the practice was rated as Good overall.

The full reports of these previous inspections can be found by selecting the 'all reports' link for Locking Hill Surgery on our website at

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 for providing caring, responsive and well-led services.

The practice is rated as good for all population groups except for patients with long term conditions and patients experiencing poor mental health (including people with dementia) where we rated the practice as requires improvement for providing effective care. The ratings in those population groups has led to the Effective key question to be also rated as requires improvement. The practice is also rated as requires improvement for providing safe services as well as overall. This was because:

- Recall system was not effective to ensure patients who required monitoring and reviews were followed up appropriately and in a timely manner. This is in respect of patients with hypertension and those prescribed medicines that required regular monitoring.
- There was not a written protocol for reception staff of when to advise patients to call 999 in the case of a medical emergency. Not all staff had been given guidance on identifying acutely unwell patients or those who may deteriorate.
- Exception reporting was higher than local and national averages and performance was lower for Mental Health indicators. Care planning for those patients had not been fully developed and reviewed consistently.

However, we found that:

- The practice provided care in a way that kept patients safe and protected them from harm.
- Patients received care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Although the practice was below the 90% target set by the World Health Organisation for one out of four domains for childhood immunisation, we found that this affected one patient.
- While the practice was below the 80% national target for the cervical screening programme, their performance was above the clinical commissioning group and national average.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice had made significant changes to their management structures and had reviewed their governance arrangements since the previous inspections to ensure improved oversight of activities.
- Although we identified risks and issues, practice leaders were sighted of those issued and had plans to address these.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

Overall summary

The areas where the provider **should** make improvements are:

- Review systems so that all safety alerts are received and acted on.
- Continue to implement actions to improve the uptake for childhood immunisation and for the cervical screening programme.
- Identify and implement actions to improve performance and reduce exception reporting for the reviews of patients with asthma and chronic obstructive pulmonary disease (a chronic lung disease).

- Consider implementing written consent when fitting implants and intrauterine devices.
- Continue to implement identified actions so that risks are managed appropriately.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Requires improvement 
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)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, and a practice nurse specialist adviser.

Background to Locking Hill Surgery

Locking Hill Surgery is a GP practice located in the Gloucestershire town of Stroud and has approximately 9,600 patients. There are five GP partners and two salaried GPs equating to approximately six full time equivalent GPs. They are supported by one minor illness nurse practitioners, two practice nurses, one health care assistant and a range of administration and reception staff. The practice also employs a Business Manager and a Practice Manager.

The practice building is purpose built with all patient services located on the ground floor. These include; six consulting rooms, three treatments rooms, an automatic front door, a self-check in appointment system and a toilet with access for people with disabilities.

The area the practice serves has relatively low numbers of people from different cultural backgrounds and is in the low range for deprivation nationally. The practice has a slightly higher than average patient population over 45 years old. Average male and female life expectancy for the area is 80 and 84 years, which is broadly in line with the national average of 79 and 83 years respectively.

The practice provides a number of services and clinics for its patients including childhood immunisations, family

planning, minor surgery and a range of health lifestyle management and advice including asthma management, diabetes, heart disease and high blood pressure management.

The practice is a teaching and training practice. (Teaching practices take medical students and training practices have fully qualified doctors undertaking final experience before becoming a GP, who are usually referred to as registrars). At the time of our inspection they had one registrar working with them.

The practice has a Personal Medical Services contract to deliver health care services. This contract acts as the basis for arrangements between NHS England and providers of general medical services in England.

The practice delivers its services from the following address:

Locking Hill Surgery,
Locking Hill,
Stroud,
Gloucestershire,
GL5 1UY.

Information about the practice can be found on their website at:

The practice has opted out of providing out of hours service to its patients. Patients can access the out of hours services provided by Care UK via the NHS 111 service and are advised of this on the practice's telephone answer machine and their website.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment How the regulation was not being met: Recall system was not effective to ensure patients who required monitoring and reviews were followed up appropriately and in a timely manner. This is in respect of patients with hypertension and those prescribed medicines that required regular monitoring. There was not a written protocol for reception staff of when to advise patients to call 999 in the case of a medical emergency. Not all staff had been given guidance on identifying acutely unwell patients or those who may deteriorate. Exception reporting was higher than local and national averages and performance was lower for Mental Health indicators. Care planning for those patients had not been fully developed and reviewed consistently.