

# Catherine House Surgery

## Inspection report

New Walk

Totnes

TQ9 5WB

Tel:

[www.catherinehousesurgery.co.uk](http://www.catherinehousesurgery.co.uk)

Date of inspection visit: NA

Date of publication: 21/10/2022

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 well-led?

Inspected but not rated



# Overall summary

We carried out a deskbased review of Catherine House Surgery on 29 September 2022. The ratings have not changed because we did not visit the practice.

At our previous inspection on 13 April 2022 the practice was rated Requires Improvement overall:

Safe - Inadequate

Effective – Requires Improvement

Caring – Good

Responsive - Good

Well-led – Requires Improvement

We issued the provider with a requirement notice for a breach of Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, in regard to establishing effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

We also issued the provider with a warning notice for breach of Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in regard to safe care and treatment.

The full reports for previous inspections can be found by selecting the 'all reports' link for Catherine House Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We have continued to monitor the provider's progress against their action plan which included regular meetings with them and also the commissioner. NHS Devon.

To gain further assurances we undertook a remote regulatory assessment on 29 September 2022 to establish whether the warning notice had been met.

## 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.

During this assessment, we reviewed Catherine House Surgery clinical records system which included the practices management system and sampled patient electronic records. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider

# Overall summary

- Completing clinical searches on the practice's clinical patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the remote assessment
- information from our ongoing monitoring of data about services and
- information from the provider and commissioning body

Remote searches of the practice's clinical patient records system demonstrated we found:

- Clinical records were now detailed, evidencing appropriate engagement and agreed reduction plans were in place and monitored for patients who were on high risk medicines.
- Systems were improved and searches and sampling of patient records of those with long-term conditions had appropriate recalls to be seen and in date reviews to ensure treatment continued to meet their needs.
- The practice now had effective systems to review new patients' medicines in a timely way after registering with the practice.
- The practice now had effective systems for the appropriate and safe use of medicines, including medicines optimisation.

**Details of our findings and the evidence supporting this are set out in the evidence table.**

**We continue to monitor the providers action plan in regard to the regulatory notice and will report on progress when we next inspect and rate the service.**

**Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector. 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 Catherine House Surgery

Catherine House Surgery is located in the town of Totnes, Devon at:

Catherine House Surgery

Totnes

Devon

TQ9 5WB

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 is situated within the Devon Clinical Commissioning Group (CCG) and delivers personal medical services (PMS) to a patient population of approximately 4,076. This is a contract between general practices and NHS England for delivering services to the local community.

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

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of four GPs at the practice comprising of two GP partners and two salaried GPs. The practice team also consists of two nurse practitioners, healthcare assistants and a clinical pharmacist who works across the primary care network (PCN). The clinical team are supported by a management team, reception and administration staff.

Patients using the service also have access to community staff including community matron, district nurses, health visitors and counsellors.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, GP appointments have been available via telephone consultations. If a clinician decides a patient requires a face-to-face appointment or a patient prefers a face-to-face appointment, then an appointment to be seen is made.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are offered every Wednesday 6.30pm – 8pm. Outside of these hours, patients are signposted to contact the NHS 111 and Out of Hours services. Information is provided on the practice telephone message and website.