

Bath Lodge Practice

Inspection report

Bitterne Health Centre,
Commercial Street, Bitterne,
Southampton
Hampshire
SO18 6BT
Tel: 023 8044 2111
www.bathlodgesurgery.nhs.uk

Date of inspection visit: 13 March 2019
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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Bath Lodge Practice on 13 March 2019 as part of our inspection programme.

We carried out an announced comprehensive inspection at Bath Lodge Practice on 12 October 2016. The overall rating for the practice was inadequate and the practice was placed in special measures for a period of six months.

As a result of the inspection a warning notice was served. The practice was re inspected in March 2017 to follow up on the warning notice and was found to have completed the requirements of the notice.

Following the period of special measures, we carried out an announced comprehensive

inspection on 7 June 2017. We found that the practice had significantly improved when we undertook the follow up inspection on 7 June 2017. However, the practice needed time to ensure that there was more evidence that the improvements were embedded properly and that the improvements were sustained.

We rated the practice as requires improvement overall, with requires improvement in the Effective, Caring and Responsive domains.

We had carried out an announced focused inspection at Bath Lodge Practice on 6 February 2018. We found that the practice had continued to improve. The practice was rated good overall and required improvement in the Caring domain.

At this inspection we saw that improvements had been made in the Caring domain, but the practice required improvement in Well led and the population group of patients with long term conditions.

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 apart from the population group of patients with long term conditions.

We 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.
- 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.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learnt from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment were delivered according to evidence- based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.

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

- Continue to improve Quality Outcome framework performance and in particular in the population group of people with long term conditions and the percentage of women eligible for cervical cancer screening.
- Continue to Improve patient experience feedback.
- Review the procedures and recording of printer locations of blank prescriptions
- Ensure an application for a new registered manager is made within 28 days.

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	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)	Good 

Our inspection team

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

Background to Bath Lodge Practice

Bath Lodge Practice is located at Bitterne Health Centre, Commercial St, Bitterne SO18 6BT and provides healthcare to patients in the Southampton area.

The practice website can be found at

The practice premises were leased from Solent NHS and is situated on the first floor of the building. It has access for people with disabilities and pushchairs accessible by a lift.

The practice also has a hearing loop, automatic doors and disabled toilets. The practice has arrangements to work on its premises ground floor in the health centre when the lift is out of order. The ground floor was used by another health provider and was seen to be in good order.

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.

Bath Lodge Practice holds an NHS General Medical Services contract for the provision of primary care

services, and there are two executive partners within the practice partnership. The partnership is responsible for the delivery of these core services and the employment of all the staff within the surgery.

The practice has four GPs, two female and two male either salaried or long-term locums. There are three Advanced Nurse practitioners and a Home Visiting Advanced Nurse Practitioner. The practice has three Practice Nurses and a Health Care Assistant.

The administration team is made up of a Practice Manager, Reception Manager and administrators and receptionists.

Bath Lodge Practice has an NHS General Medical Services contract to provide health services to approximately 10,300 patients in and around the east of the city of Southampton and surrounding area. The practice covers an inner-city area with significant numbers of disadvantaged patients and is in the fourth most deprived decile nationally.

The practice has opted out of providing out-of-hours services to their own patients and refers them to the Out of Hours service via the NHS 111 service.