

# Hounsfield Surgery

## Inspection report

Hounsfield Way  
Sutton On Trent  
Newark  
NG23 6PX  
Tel:

Date of inspection visit: 11 November 2020  
Date of publication: 04/12/2020

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		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 a comprehensive inspection at Hounsfield Surgery on 11 November 2020. Due to the impact of the COVID-19 pandemic, the majority of evidence reviewed and staff interviews were undertaken remotely in advance of the site visit on 11 November.

The practice had previously received a comprehensive inspection in October 2019 when it received an overall rating of inadequate. The safe and well-led domains were rated as inadequate, the effective domain was rated as requires improvement and the caring and responsive domains were rated good. All population groups were rated as requires improvement. The practice was placed in special measures and two warning notices were also issued against the provider.

We carried out a follow up inspection in January 2020 to check that the provider had addressed the concerns highlighted within the two warning notices. We found that the provider had taken action and the warning notices had been complied with.

You can read the comprehensive and follow up inspection reports by selecting the 'all reports' link for Hounsfield Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

We undertook this comprehensive inspection in November 2020 to check that the provider had addressed the remaining concerns identified at the comprehensive inspection in October 2019 and to determine if they had made sufficient improvements to be taken out of special measures.

Following our inspection in October 2020, the practice is now rated as good overall. The practice is also rated as good for providing safe, effective, caring, responsive and well-led services and for all population groups.

The service is now rated as good for providing safe services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

The service is now rated as good for providing effective services because:

- Patients received effective care and treatment that met their needs.

The service remains rated as good for providing caring services because:

- Staff treated patients with kindness and respect and involved them in decisions about their care. Patients were very positive regarding the quality of care they received from practice staff.

The service remains rated as good for providing responsive services because:

- The practice organised services to meet patients' needs. Patients could access care and treatment in a timely way. This had continued during the Covid-19 pandemic.

The service is now rated as good for providing well-led services because:

- The way the practice was led and managed promoted the delivery of high-quality person-centred care.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service.

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

# Overall summary

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC inspector supported by a GP Specialist Advisor and a Nurse Specialist Advisor.

## Background to Hounsfield Surgery

Hounsfield Surgery is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Hounsfield Surgery provides primary medical services to approximately 4300 patients through a general medical services contract (GMS). Patients are predominantly of white British origin, with only 1.2% of people within the practice area being from BAME groups.

Hounsfield Surgery is located in a small village, Sutton on Trent, eight miles north of Newark-on-Trent in the county of Nottinghamshire. The practice has two GP partners, (one female and one male), a salaried female GP, one practice nurse, one healthcare assistant, a practice manager, administrative staff and reception and dispensing staff. The practice treats patients of all ages and provides a range of medical services.

The practice reception is open between 8.30am and 6.30pm Monday to Friday, telephone lines are open from 8am. Appointments are offered between 8.30am and 5.50pm Monday to Friday. Additional appointments are offered with the healthcare assistant between 7.30am and 8.30am on Tuesdays and with a GP between 6.30pm and 7.30pm on Thursdays. Pre-booked appointments are available from 6.30 to 8pm Monday to Friday at GP practices in Newark as part of a local extended access scheme. Weekend appointments are also available from GP practices in Newark as part of this scheme.

The practice has opted out of providing GP services to patients out of hours. During these times GP services are currently provided by Nottingham Emergency Medical Services (NEMS).