

Ludlow – Portcullis

Inspection report

Portcullis Surgery
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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 responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Ludlow - Portcullis on 9 September 2019. We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Safe, Effective, Responsive and Well led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Caring

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.

We found that:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- There were adequate systems to assess, monitor and manage risks to patient safety.
- Patients received effective care and treatment that met their needs. The practice was responsive to the needs of

its patient population. For example, in response to local need, the practice had employed a counsellor. Data showed that the percentage of patients with dementia whose care plan had been reviewed in the proceeding 12 months was higher than the CCG and national average.

- The practice rated higher for patient satisfaction relating to the overall experience of making an appointment when compared to local and national averages.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Leaders were aware of the strengths and areas for development and strived to keep updated. There was a strong focus on developing the skills of their staff team.

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

- Ensure new policy relating to blank prescriptions is adhered to.
- Implement systems to review key paperwork, such as consent forms and referral forms to ensure completeness.

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	Good	
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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a practice manager advisor.

Background to Ludlow - Portcullis

Ludlow – Portcullis is registered with the Care Quality Commission (CQC) as a partnership GP provider operating a GP practice in Ludlow, Shropshire. The practice is part of the NHS Shropshire Clinical Commissioning Group and holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice operates from their purpose-built property, which has been expanded and refurbished. The practice has a registered patient list size of 7,800.

The practice is in an area considered as fifth less deprived when compared nationally. Deprivation score for the practice was higher than that of the local CCG area. People living in more deprived areas tend to have greater need for health services.

The practice unemployment level is lower than the CCG and national level.

The percentage of the practice population with a long-standing health condition is 56.5% which is higher compared to local average and national average. (CCG 54.8% and national 51.2%)

The percentage of patients over the age of 65 is higher for the practice in comparison with the CCG and National average. The population covered is predominantly white British.

The practice staffing comprises:

- Three GP partners (two females and one male)
- Three salaried GPs (two females (one on maternity leave) and one male)
- One locum GP covering maternity leave (Male)
- Two Advanced Nurse Practitioners
- Three Practice Nurses
- Two Health Care Assistants
- One Practice Counsellor
- One practice manager
- One Human Resources Manager
- One Patients and operations manager
- A team of administrative and reception staff

The practice is open Monday to Friday between the hours of 8am and 6.30pm. Extended hours appointments were offered via a network of practices in the evenings between 6.30pm and 8pm and on Saturday morning 8.30am and 12.30pm whether at their own practice or at a nearby practice in the local area.

NHS 111 takes calls when the GP surgery is closed.

Additional information about the practice is available on their website: