

Dr RM Roope and Partners

Inspection report

The Whiteley Surgery
Yew Tree Drive, Whiteley
Fareham
Hampshire
PO15 7LB
Tel: 01489 881982
www.whiteleysurgery.co.uk

Date of inspection visit: 8th January 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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr R M Roope and Partners on 8 January 2019 as part of our inspection programme.

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. However, we rated Safe as Requires Improvement.

We rated the practice as **Requires Improvement** for providing safe services because:

- The practice did not consistently follow actions identified in their health and safety assessment.
- The practice did not demonstrate that safety systems kept people safe. For example, their fire risk assessment and health and safety risk assessments were not up to date as per their policy.
- Nurses did not participate in the governance arrangements to ensure learning from significant events. This had been identified at our last inspection and had not been acted upon.

We rated all population groups as Good apart from long term conditions which we rated as Requires Improvement.

We rated the practice as **Good** for providing effective, caring, responsive and well-led services because:

- 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. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- The practice completed clinical audits to drive improvement for better patient outcomes.

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

- Ensure that the premises used by the service provider are safe for their intended purpose and are used in a safe way.

(Please see the specific details on action required at the end of this report).

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

- Ensure that the complaints procedure is easily accessible to patients.
- Review governance arrangements relating to learning from significant events.
- Ensure that explanations for gaps in employment history are sought when recruiting new members of staff.
- Improve the identification of carers to enable this group of patients to access the care and support they need.

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)	Good 

Our inspection team

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

Background to Dr RM Roope and Partners

Dr R M Roope and Partners is located at The Whiteley Surgery, Yew Tree Drive, Whiteley, PO15 7LB. It was previously a branch of Locks Road Surgery which closed in 2012 leaving The Whiteley Surgery as the main location.

The practice provides services under a general medical services contract. The practice has approximately 13,000 registered patients with a slightly higher than average working age and children and young families population and its patients are predominantly from a white British background. The practice is part of the NHS Fareham and Gosport Clinical Commissioning Group.

In 2017, a collaboration was formed between The Whiteley Surgery and two other local practices in order to improve services to patients – separating acute care from long term condition care. The collaboration was called Sovereign Primary Health Care. This collaboration was an ongoing developing project. This provided a same day access service at Fareham Community Hospital. The practice had access to an acute visiting service which was run on behalf of all 10 Fareham GP practices.

The practice is registered with the Care Quality Commission to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice's clinical team consists of four partners and four salaried GPs with a whole time equivalent of 4.775, two advanced nurse practitioners, three practice nurses, two health care assistants and an advanced paramedic practitioner. The administration team is led by a practice business manager and consists of an operations manager, an IT manager, three administrators and 12 receptionists.

The practice has opted out of providing an out-of-hours service.

You can access practice information online at www.whiteleysurgery.co.uk.

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	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Maternity and midwifery services	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Surgical procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

How the regulation was not being met:

The practice had not ensured that premises used by the service provider were safe for use for their intended purpose and in a safe way. The practice had not ensured that equipment used by the service provider for providing care and treatment were safe for such use.

In particular we found:

- Equipment which had not been portable appliance tested (PAT) since February 2015. The practice's policy stated that PAT testing of electrical equipment should be carried out annually.
- Fire safety systems were not working effectively. The practice could not demonstrate that fire drills were taking place. The fire alarm had been tested five times since 2016. therefore the practice could not be assured that the fire alarm was working. The fire risk assessment was due for review in September 2017 but had not been reviewed or updated.
- Systems for the prevention of legionella infection were not working effectively. Actions identified in a legionella risk assessment completed in 2017 had not been carried out. Water temperature checks (to ensure water remained within safe levels to minimise legionella infection) had not been consistently recorded in line with policy. Some that had been recorded were outside of the acceptable range but no action had been taken.

This was in breach of Regulation 12(2)(d) & (e) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.