

The Verwood Surgery

Inspection report

15 Station Road
Verwood
Dorset
BH31 7PY
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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?

Good 

Overall summary

Following our annual regulatory review of the information available to us, we inspected this service on 17 October 2019. The service was last inspected in March 2016. It was rated as good for each of the five key questions and rated good overall. This inspection looked at the following key questions; was the service providing effective and well led services for the registered patient population. We decided not to inspect whether the practice was providing safe, caring or responsive services as there was no information from the annual regulatory review which indicated this was necessary.

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 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Governance systems were robust and regularly reviewed.
- The practice was engaged in local initiatives and worked alongside partners in the local healthcare system.

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

Dr Rosie Benneworth 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 CQC lead inspector. It included a GP specialist advisor.

Background to The Verwood Surgery

The Verwood Surgery is located at 15 Station Road, Verwood, Dorset. BH31 7PY.

The surgery is in the centre of the town of about 15,000 people.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

The Verwood Surgery is within the NHS Dorset Clinical Commissioning Group (CCG) and provides services to approximately 8,000 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There are six GP partners, four male and two female, and one male salaried GP. The nursing team comprises four nurses and five healthcare assistants. The practice

employs a pharmacist. The clinical team is supported by a practice a manager, a deputy practice manager, an operation manager and an administration and a reception team.

The practice population ethnic profile is predominantly White British and amongst the most affluent practice populations in England. There is a practice patient age distribution of male and female patients' broadly equivalent to national average figures. The average male life expectancy for the practice area is 84 years which is higher than the National average of 79 years; female life expectancy is 85 years which is also higher than the National average of 83 years.

The practice population is similar to the national and local averages although there are marginally more patients in the age range 35 to 50 years than locally and nationally. The practice had a smaller proportion (46%) of patients with long standing health conditions than the local (55%) and the national (51%) averages.