

Oakside Surgery

Inspection report

Guy Miles Way
Honicknowle Green
Plymouth
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Date of inspection visit: 23 March 2022
Date of publication: 25/05/2022

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 well-led?

Requires Improvement 

Overall summary

We carried out an announced inspection at Oakside Surgery on 23 March 2022. The practice had previously been inspected in August 2021, when it was rated as Requires Improvement. This was because Safe, Effective and Well-Led domains did not meet the required standards. At the inspection in March 2022 we rated the service as Good.

Safe - Good

Effective - Good

Well-led – Requires improvement

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Oakside Surgery on our website at www.cqc.org.uk

How we carried out the inspection

Throughout the pandemic, CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice’s patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- Staff questionnaire’s

Our findings

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.

We found that:

- Improvements had been made to the areas previously identified as in need of improvement, however, not all of these were fully embedded.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

Overall summary

- Patients received effective care and treatment that met their needs.
- Staff treated patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

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

- Continue to work towards a single point of access system for Human Resource Management.
- Have a formalised process to demonstrate how they assured the competence of staff employed in advanced clinical practice, for example, nurses and paramedics.
- Continue to encourage the uptake of cervical screening and childhood immunisations.
- Continue to work towards succession planning to ensure the sustainability of the practice.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and an additional inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Oakside Surgery

Oakside Medical Centre is located in Plymouth at:

Honicknowle Green Medical Centre

Guy Miles Way

Honicknowle

Plymouth

PL5 3PY

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 and surgical procedures.

The practice is situated within the Devon Clinical Commissioning Group (CCG) and delivers Personal Medical Services (**PMS**) to a patient population of about 7,515. This is part of a contract held with NHS England.

Patients using the practice also have access to community nurses, mental health team and health visitors.

The practice is part of a wider network of GP practices within Plymouth and works with Sound Primary Care Network.

The provider is a partnership of two members a male GP and a non-clinical Business Partner who registered with the CQC as a Registered Manager in April 2013.

Information published by Public Health England shows that deprivation within the practice population group is in the second-lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 0.8% Asian, 97.6% White, 0.4% Black, 1.1% Mixed, 0.1% Other.

Male life expectancy is 79 years and female life expectancy is 83 years in line with the national average.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team consisting of a sole lead GP. The GP is supported by a female salaried GP and locum GP's. The GP's are supported by a business partner, a practice manager and a deputy manager. The practice has a team of nurses consisting of two prescribing nurse practitioners, two practice nurses and two health care assistants. The practice employs two paramedics who support the nurse practitioners within the daily triage service, a pharmacist and social prescriber, and additional administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. Where indicated face to face appointments were available.

Extended access is provided by the practice where late evening appointments are available. Out of hours services are provided by Devon Doctors.