

Watership Down Health

Inspection report

The Surgery
Station Road, Overton
Basingstoke
Hampshire
RG25 3DU
Tel: 01256 770212
www.oakleyandovertonsurgery.co.uk

Date of inspection visit: 29 Jan 2019
Date of publication: 09/04/2019

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Watership Down Health on 28 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 requires improvement overall.

We rated the practice as **requires improvement** for providing safe, effective and well led services because:

- The practice's system to ensure safety and efficacy for medicines requiring cold storage, was not embedded.
- The practice's arrangements to monitor stock levels of emergency medicines was not effective.
- Clinical equipment was not always secure.
- The practice's processes for mitigating risk was not always embedded.
- The practice did not have proper oversight of staff training.
- The process for recording and acting on Medicines and Healthcare products Regulatory Agency alerts was not consistent across all sites and actions taken were not always recorded appropriately.
- Blank prescriptions were not logged in and out of clinical rooms to ensure stock levels are accurate.

These areas affected all population groups so we rated all population groups as **requires improvement**.

We rated the practice as **good** for providing caring and responsive 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 areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.

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

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

Our inspection team

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

Background to Watership Down Health

In October 2018 Overton & Oakley Surgery merged with Kingsclere Health Centre to form Watership Down Health. Overton is the main location with Oakley Surgery and Kingsclere Health Centre becoming branch sites.

The provider is registered with the CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. These are carried out at each location, apart from Kingsclere Health Centre which does not conduct minor surgery.

Watership Down Health is situated within the North Hampshire clinical commissioning group (CCG) and provides services to approximately 17,700 patients under the terms of a general medical services (GMS) contract.

The provider works with another local practice to deliver improved access services. This includes access to routine appointments between the hours of 6.30pm to 8.00pm Monday to Friday, and 9.00am to 11.00am on Saturdays.

For the locality, the practice has a higher than average patient population over the age of 65 and those living with long term conditions. The practice is located in an area of minimal deprivation.

When the practice is not open, patients are redirected to the NHS 111 service.

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 Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <p>Systems and processes must be established and operated effectively to ensure compliance with the requirements in this Part.</p> <p>In particular we found:</p> <ul style="list-style-type: none">• The practice's process to ensure actions from risk assessments were carried out, was not consistent and did not give assurances that all risks to patient safety were mitigated.• Medicine fridge temperatures and stock levels for emergency medicines were not monitored consistently and effectively.• Stock cupboards which held medical equipment were not always secure.• The process for recording and acting on Medicines and Healthcare products Regulatory Agency alerts was not consistent and actions taken were not always recorded appropriately.• Blank prescriptions were not logged in and out of clinical rooms to ensure stock levels are accurate. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 18 HSCA (RA) Regulations 2014 Staffing</p> <p>How the regulation was not being met:</p> <p>Persons employed by the service provider in the provision of a regulated activity must receive such</p>

This section is primarily information for the provider

Requirement notices

appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform.

In particular we found:

- The practice did not have proper oversight of staff training and could not be assured that all staff had received training appropriate to their role.

This was in breach of Regulation 18 (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.