

Shepherds Spring Medical Centre

Inspection report

Cricketers Way
Andover
Hampshire
SP10 5DE
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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?

Requires improvement 

Overall summary

We decided to undertake an announced focused inspection of Shepherds Spring Medical Centre on 14 November 2019 following our annual regulatory review of the information available to us.

This inspection looked at the following key questions:

- Are the services provided at this location effective?
- Are the services provided at this location caring?
- Are the services provided at this location well-led?

The practice's annual regulatory review did not indicate that the quality of care had potentially changed in relation to provision of Safe and Responsive services. As a result, the ratings from the practice's previous inspection from 2014 still stand in those key questions.

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 but requires improvement for providing well-led services.

We found that:

- 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 had improved the number of patients who were also carers, but we found the provision of information to support carers was limited.

- Patients were encouraged to provide feedback in line with the national GP patient survey and the practice's Friends and Family Test surveys.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care but some staff told us they did not feel supported to fulfil the role they had been employed to do.
- The practice had not ensured all policies were well-circulated or known by all staff..
- Staff told us that protected time for learning and development was not always given to allow for the completion of expected training.

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

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

- Improve access to information to support for carers
- Review the authorisation process of patient group directions (PGDs).
- Consider alternative ways to invite constructive patient feedback to support the development of the practice's services.
- Continue to improve uptake for cervical screening to ensure the practice's meets the national target of 80%.

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 CQC lead inspector. The team included a GP specialist advisor.

Background to Shepherds Spring Medical Centre

Shepherds Spring Medical Centre is located at Cricketers Way, Andover, Hampshire SP10 5DE. There is a pharmacy located next door.

The provider is registered with CQC to deliver the following regulated activities:

- Diagnostic and screening procedures,
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury.

Shepherds Spring Medical Centre is situated within the West Hampshire Clinical Commissioning Group (CCG) and provides services to approximately 12,525 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of four GP partners who registered with the CQC in 2013. *The practice employs three salaried GPs, a GP retainer, three practice nurses, and a health care assistant. At the time of the inspection, the*

practice had two practice managers, one who was about to retire and the newly recruited replacement practice manager. The managers were supported by an assistant manager, as well as a team of medical secretaries, administrators and receptionists. The practice is part of a primary care network with all other practices in the Andover area and is a member of a local GP federation.

There are higher than average number of patients under the age of 18 years, and fewer patients aged over 65 years than the national average. The National General Practice Profile states that approximately 96% of the practice population is from a white background with a further 3% of the population originates from mixed race or Asian ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as six, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is the same as the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

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	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met: There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance. In particular we found: • Not all systems and processes were consistently followed. For example, not all staff were not clear on their responsibilities relating to significant event reporting procedures. We found some lapses in data security. • The practice was not consistent in its approach to sharing information with staff. For example, the plans associated with the completion of staff appraisals, or the awareness of a whistleblowing policy and the identification of a specific Freedom to Speak Up Guardian. • Staff did not always feel that if they raised concerns that they would be appropriately addressed. • Oversight of staff training was not adequate to ensure full compliance with practice's own expectations. This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.