

Corfe Castle Surgery

Inspection report

Tom's Mead
West Street
Corfe Castle, Wareham
Dorset
BH20 5HH
Tel: 01929480441
None






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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

Outstanding 

Are services safe?	Good 
Are services effective?	Outstanding 
Are services caring?	Outstanding 
Are services responsive?	Outstanding 
Are services well-led?	Outstanding 

Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions effective, responsive and well led services.

Because of the assurance received from our review of information, we carried forward the ratings for the following key questions:

- Are services safe? (Good)
- Are services caring? (Outstanding)

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 rated the practice as outstanding for providing effective services because:

- The practice's outcomes against national standards for care and treatment of patients with long-term conditions and mental health conditions were positive, consistent and regularly exceeded expectations.
- There was a focus throughout on quality. All staff were actively engaged in activities to monitor and improve quality and outcomes
- Staff were consistent in supporting all patients, particularly pre diabetic patients, to live healthier lives, through a targeted and proactive approach to health promotion and prevention of ill-health.

- The practice was rated as outstanding for providing effective services because, the population groups people with long-term conditions and people experiencing poor mental health (including people with dementia), were rated as outstanding for this domain.

We rated the practice as outstanding for providing responsive services because:

- The services were flexible, provide informed choice and ensured continuity of care.
- Patients could access services and appointments in a way and at a time that suited them.
- Results from the National GP patients' survey showed that patients rated the practice exceptional highly for all aspects of their experience with the GPs, nursing and reception staff.

We rated the practice as outstanding for providing well-led services because:

- The leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care.

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

- Implement actions to improve uptake for the cervical screening programme to meet 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	Outstanding	☆
People with long-term conditions	Outstanding	☆
Families, children and young people	Outstanding	☆
Working age people (including those recently retired and students)	Outstanding	☆
People whose circumstances may make them vulnerable	Outstanding	☆
People experiencing poor mental health (including people with dementia)	Outstanding	☆

Our inspection team

Our inspection team was led by a CQC lead inspector. It included a GP specialist advisor.

Background to Corfe Castle Surgery

Dr Mark William Lepper is located at: Corfe Castle Surgery, Tom's Mead, West Street, Corfe Castle, Wareham, Dorset. BH20 5HH.

The surgery is in the village of Corfe Castle which has a population of about 1,500 people. It serves the village and surrounding rural population.

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

Dr Mark William Lepper is within the NHS Dorset Clinical Commissioning Group and provides services to approximately 2,750 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. The practice offered a dispensing service to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy.

Dr Mark William Lepper is a sole practitioner and the provider. There are two salaried GPs both female, there is one regular male locum GP. There are two practice nurses and a healthcare assistant. The clinical team are supported by a practice manager, a dispensary manager, secretarial, administration, dispensing and reception staff.

The practice population ethnic profile is predominantly White British. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten where level one represents the highest levels of deprivation. The average life expectancy for male patients 81 years of age which is one year higher than the national average. The average life expectancy for female patients 82 years of age which is one year less than the national average.