

Chilcote Surgery

Inspection report

Hampton Avenue
Torquay
Devon
TQ1 3LA
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www.chilcotesurgery.co.uk

Date of inspection visit: 22 JAN 2019
Date of publication: 20/02/2019

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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Chilcote Surgery on 22 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 good overall and good for all domains, and all population groups as good apart from vulnerable people which we rated as outstanding.

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice provided additional care and support for the vulnerable homeless population of Torquay through the provision of three GP and one nurse clinic a week at the local homeless centre.

- The practice had successfully identified 5.3% of its patient population as being carers and employed a carer support worker to help them accordingly.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- The practice offered improved access extended hours through working in partnership with the other practices across Torbay. These included weekend appointments.

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

- Review the audit system in place for prescription pads and prescription papers.
- Review the process for monitoring the use of shared care high risk medicine to ensure these patients received monthly health checks.
- Ensure that dates for six monthly disposal were displayed on the disposable privacy curtains in use in most of the treatment rooms.

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	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	Outstanding	
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 Chilcote Surgery

Chilcote Surgery is located at Hampton Avenue, Torquay TQ1 3LA. We visited this location and the branch surgery at 104 Chatto Road, Torquay TQ1 4HY as part of our inspection. Further information about the practice can be found at www.chilcotesurgery.co.uk.

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

Chilcote Surgery is situated within South Devon and Torbay Clinical Commissioning Group (CCG) and provides services to 12,676 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 is a team of 10 GP partners, six female and four male. There is also one salaried GP and one trainee doctor. The whole-time equivalent is eight excluding the trainee GP. The GP team are supported by a practice

manager, an office manager, an IT manager, practice manager's assistant, a reception co-ordinator, six practice nurses including a nurse clinician prescriber, two health care assistants, a phlebotomist, and additional administration staff.

The practice is currently part of a wider network of GP practices; the Riviera Federation.

The index of multiple deprivation 2015, which is the official measure of relative deprivation for areas in England, ranks the practice as four (with one being the most deprived and ten the least).

The practice age profile is in line with local and national averages.

The practice is a training practice for medical students and doctors undertaking general practice speciality training. At the time of the inspection, one trainee doctor was working at the practice.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.