

Walton Surgery

Inspection report

301 High Street

Felixstowe

Suffolk

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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 summary

Suffolk GP Federation C.I.C., the registered provider of this service. Suffolk GP Federation C.I.C is a community interest company and is the registered provider of three other locations and services are provided from various sites across Suffolk.

Walton Surgery (referred to in this report as 'the practice') was previously inspected in January 2019 and is rated as inadequate overall. The practice was issued with a warning notice for Regulation 12, safe care and treatment. We carried out an announced focused inspection at Walton Surgery on 8 May 2019, to check that the practice had complied with the warning notice. The practice had met the requirements of the warning notice. The key questions at this inspection are not rated.

At this inspection we found:

- Equipment had been calibrated and a system established to monitor when this was due to be re-calibrated.
- Systems had been established for managing incoming patient correspondence, coding and to ensure that test results for cervical cytology were monitored and acted upon. Managerial and clinical audit of this work had been established and scheduled.

- We reviewed the practice's computer system and found there was no outstanding patient correspondence. Systems were in place to check patient correspondence had been managed in a timely way.
- Assurance systems to check the competency of clinical staff had been established and implemented and findings had been discussed with staff. These checks were due to be undertaken on a quarterly basis.
- Patients had been prioritised for medicines reviews according to their risk factors. An alert had been added on the practice's computer system to alert clinicians to the possibility of specific side effects, linked to specific medicines.
- Systems were in place to ensure monitoring was undertaken for medicines which required this, before being re-issued. Appropriate monitoring had been undertaken for the patients we reviewed.
- The systems which had been established following our previous inspection needed to be embedded.

Details of our findings and the evidence supporting our ratings are set out in the evidence table.

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist adviser and a second inspector.

Background to Walton Surgery

- The name of the registered provider is Suffolk GP Federation C.I.C. (Suffolk Fed). The provider is a community interest company, limited by shares. There is a Suffolk GP Federation C.I.C board which is made up of the registered manager, a Caldicott guardian, a GP, an accountable officer for controlled drugs, safeguarding and information governance leads. The provider is also registered to provide regulated activities at three other locations.
- The address of the location is 301 High Street, Felixstowe, Suffolk, IP11 9QL.
- The provider is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- Walton Surgery provides services to approximately 4,300 patients in a semi-rural area in Suffolk.
- In addition to the staff from Suffolk GP Federation C.I.C. the practice has two salaried GP partners (one female and one male). There is a management team including a service manager, supported by a team of administration staff. The practice employs one advanced nurse practitioner, one practice nurse, and one health care assistant. They had recently interviewed and appointed a second practice nurse and health care assistant.
- The practice holds a General Medical Services contract with NHS England.
- Walton Surgery is open from Monday to Friday. It offers appointments from 8am to 6.30pm daily. On Tuesdays, the practice is open until 8.30pm. Appointments can be booked six weeks in advance with urgent appointments available on the same day. The practice, in collaboration with two local practices, offered same day appointments at differing locations. The practice was also part of a GP+ service; patients were able to be seen for evening or weekend appointments at Felixstowe community hospital and a location in nearby Ipswich.
- Out of hours care is provided by Care UK via the NHS 111 service.
- We reviewed the most recent data available to us from Public Health England which showed that the practice population has a higher than average number of patients aged 45 and over and lower than average number of patients aged under 40 years, compared to the national average. 23% of the practice population is aged 65 years and over. The practice has a low level of deprivation. Income deprivation affecting children and adults is in line with the local and national averages.