

# West Meon Surgery

## Inspection report

Doctors Lane  
West Meon  
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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?

Good 

# Overall summary

We carried out an announced comprehensive inspection at West Meon Surgery on 29 March 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 providing safe, effective, caring, responsive and well led services.**

**We have also rated the practice as good for providing effective and responsive care to all population groups.**

We rated the practice as **good** for providing safe, effective, caring, responsive and well led services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs. The practice could demonstrate good patient outcomes were delivered.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- Staff treated patients with kindness and respect and involved them in decisions about their care. The practice ethos was to provide an accessible and approachable patient-orientated service.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. Leaders had the capacity and skills to deliver high-quality, sustainable care. They had a shared purpose, strived to deliver and motivated staff to succeed.
- Feedback from patients who used the service, those close to them and external stakeholders was continually positive about the way staff cared for patients.
- Staff told us they felt supported and engaged with managers and there was a strong focus on continuous learning and improvement at all levels of the organisation.
- Patient feedback was consistently positive in all surveys.

Although there were no breaches of regulations, the practice **should**:

- Consider implementing a log for safety alerts that is in a central location and accessible to all staff.

**Please refer to the detailed report and the evidence tables for further information.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

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

## Background to West Meon Surgery

West Meon Surgery is located within the Hampshire local authority and is one of 50 practices serving the NHS West Hampshire CCG area. It provides primary medical services to approximately 6,700 patients.

Information published by Public Health England rates the level of deprivation within the practice population group as ninth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a large proportion of patients registered of working age; 59.2% are aged 18-64 and is comparable to the CCG and national averages of 57.8% and 62% respectively. Of the patients registered with the practice, 97.3% are White British, 1.2% are from mixed race ethnic groups, 0.8% are Asian, 0.1% of Black African with the remaining 0.5% being of other races.

The practice has one female and one male GP Partners who are contracted to provide General Medical Services (GMS) and who are registered with the CQC for the following regulated activities: treatment of disease, disorder or injury; maternity and midwifery services; family planning; surgical procedures, and diagnostic and screening procedures.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and travel immunisations and several enhanced services (enhanced services require an

enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, minor surgery, coil fitting, learning disability health checks, extended opening hours, and rotavirus and shingles immunisations. Private travel vaccinations are offered in addition to those available free of charge on the NHS.

The remainder of the clinical team at West Meon Surgery is made up of one practice nurse and one

Health care assistant assisted by a non-clinical team comprising of a practice manager, assisted by four reception/administrative staff and four dispensing staff.

The practice provides training for GP registrars and medical students and at the time of our inspection there were two female GP registrars.

The practice provides health care services to the local population and is located within a purpose-built facility with a mix of consulting rooms, treatment rooms, administrative rooms, a reception area and a waiting room. There are facilities for disabled patients and staff including an automatic front door and toilets.

The surgery is open between 8am and 6:30pm on Monday, Wednesday and Friday; 8am and 4pm on Tuesday and Thursday. On Wednesday the surgery is closed between 12pm and 2pm for staff training.

Appointments are available on Monday, Wednesday and Friday from 8:30am to 11am and 3:30pm to 6pm and on Tuesday and Thursday from 8:30am to 11am.

Additional appointments are available during the evening and at weekends via the Mid-Hampshire Health GP Hubs. Appointments are available every weekday evening from 5pm to 8 pm and on Saturdays from 8am to 4pm and on Sundays from 8am to 12pm.

The practice has opted out of providing out-of-hours (OOH) services to their own patients and directs patients to the out-of-hours provider by providing access details on their answerphone, on the website and on the outer door.