

Alma Road Surgery

Inspection report

Alma Road
Romsey
Hampshire
SO51 8ED
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Alma Road Surgery on 12 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 requires improvement overall.

We rated the practice as **requires improvement** for providing safe services because:

- The practice could not provide us with the appropriate evidence to demonstrate GPs were appropriately trained in safeguarding children and vulnerable adults.
- The practice did not have appropriate systems in place for the security and monitoring of prescription stationery.
- Recruitment procedures were not consistently implemented.
- Limited oversight of the full loop closure of safety alerts.

We rated the practice as **requires improvement** for providing effective services because:

- The practice could not provide adequate assurances that all GPs were appropriately trained in relation to Mental Capacity Act 2005 or Deprivation of Liberty Safeguards.
- The practice could not provide adequate assurances that all staff were appropriately training in relation to Information Governance.

We rated the practice as **requires improvement** for providing well-led services because:

- Systems and processes were not effectively established to ensure compliance with the requirements to

demonstrate good governance. For example, there was a lack of oversight of GP training, prescription stationery security, safety alerts, and Disclosure and Barring Service checks.

We rated the practice as **good** for providing caring and responsive services because:

- The practice provided a personal named GP list system to promote consistency and continuity for its patients.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

These areas affected all population groups so we rated all population groups as **requires improvement**.

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

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.

(Please see the specific details on action required at the end of this report).

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Alma Road Surgery

Alma Road Surgery is located at Alma Road, Romsey, Hampshire, SO51 8ED. There is a dispensary at the practice which means prescription medication is able to be collected by those patients that live further than one mile away from a pharmacy.

The provider is registered with CQC to deliver the Regulated Activities:

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

Alma Road Surgery is situated within the West Hampshire Clinical Commissioning Group and provides services to approximately 14,000 patients.

The provider is a partnership of GPs which registered with the CQC in 2013. The practice consists of eight GP partners, one salaried GP, one nurse practitioners, two practice nurses, two treatment room nurses, and three health care assistants. Alongside the clinical team, a

practice manager is supported by a reception manager who leads a team of receptionist, administrators, secretaries and personal assistants. The dispensary is staffed by a dispensary manager, two pharmacy technicians, three dispensers and a delivery driver. The practice is a GP training practice and, at the time of inspection, had three GP Registrars attached to the practice. The practice is part of a GP Federation for the provision of extended access for primary healthcare services.

The practice has a higher than average number of patients over the age of 65 years. The National General Practice Profile states that 97% of the practice population is from an white ethnicity background. Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to 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	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">The provider did not have effective arrangements in place for the monitoring and security of computer prescription paper. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <p>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance.</p> <p>In particular we found:</p> <ul style="list-style-type: none">A lack of oversight that ensured a full loop closure of safety alerts received by the practice.Disclosure and Barring Service checks or associated risk assessments were not consistently implemented in line with the practice's own policy. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services	Regulation 18 HSCA (RA) Regulations 2014 Staffing

This section is primarily information for the provider

Requirement notices

Maternity and midwifery services

Surgical procedures

Treatment of disease, disorder or injury

How the regulation was not being met:

- The practice did not maintain oversight of GP training in line with its own training policy. Therefore, could not provide adequate evidence to demonstrate all GPs were undertaking appropriate training on a regular basis. For example, safeguarding children and adults, and infection prevention and control.
- The practice did not offer training in areas such as Mental Capacity Act or Information Governance.

This was in breach of Regulation 18(2)(a) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.