

Horsefair Surgery

Inspection report

Horse Fair Surgery
South Bar House
Banbury
Oxfordshire
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Date of inspection visit: 4 and 5 December 2018
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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?

Requires improvement 

Are services well-led?

Good 

Overall summary

This practice's last comprehensive inspection was on 3 May 2018 and CQC issued a rating of requires improvement and took enforcement action.

A focussed follow up inspection took place on 5 July 2018. As a result of our findings in July 2018 we undertook enforcement action following the inspection.

We carried out an announced comprehensive inspection at Horsefair Surgery on 4 and 5 December 2018 as part of our inspection programme.

At this inspection we found improvements had been made:

This practice is rated as Good overall.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Requires improvement

Are services well-led? - Good

At this inspection we found:

- The practice had clear systems to manage risks to patients and staff. When incidents occurred, the practice learned from them and improved their processes.

- The practice had implemented systems to monitor and improve effectiveness and appropriateness of care.
- Clinical record keeping had been reviewed and improved.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients often found the appointment difficult to use and reported that they had long waits on the phone to book appointments. Monitoring of the phone system was underway to identify improvements.
- The practice continuously reviewed the needs of its patient population and adapted processes to improve services for its population.

The areas where the provider must make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

Additionally, the provider should:

- Continue to improve long term condition care towards ensuring appropriate care is provided to those with chronic conditions.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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

The inspection team included a lead inspector, two GP specialist advisers, a nurse specialist adviser, a practice manager specialist adviser and a second inspector.

Background to Horsefair Surgery

The practice provides services from Horsefair Surgery, Banbury, Oxfordshire, OX16 9AD.

Website:

Horsefair Surgery has a modern purpose built location with good accessibility to all its consultation rooms. The practice serves 15,000 patients from the surrounding town and villages. Demographic data shows that the population closely matches the national profile for age spread, with a slightly higher proportion of older patients. According to national data there is minimal deprivation among the local population, although staff are aware of areas in Banbury where economic deprivation is prevalent. There are patients from minority ethnic backgrounds, but this is a small proportion of the practice population.

There are three GP partners, based predominantly at other GP practices. The practice had recruited new GPs and nursing staff over recent months. There is a mixture of male and female GPs working at the practice. The schedule for staffing includes three to four GPs and three

advanced nurse practitioners (ANPs) providing care Monday to Friday. These roles are supported by practice nurses, health care assistants, a physiotherapist and practice pharmacist. One emergency care practitioner (ECP) provides home visiting services and leads on care for patients at a local care home. A number of administrative staff and a practice manager support the clinical team.

Horsefair Surgery is open between 8.00am and 6.30pm Monday to Friday. There are extended hours appointments available via a local primary care hub for acute care issues, but the practice does not provide extended hours services in-house for ongoing care needs. Out of hours GP services were available when the practice was closed by phoning NHS 111 and this was advertised on the practice website.

The practice is registered to provide Diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease disorder and injury.

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	Regulation 17 HSCA (RA) Regulations 2014 Good governance Assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity (including the quality of the experience of service users in receiving those services). Specifically: The experiences of patients using the phone and appointment system towards identifying quality improvements required. Regulation 17 (1)
Maternity and midwifery services	
Treatment of disease, disorder or injury	