

Bury Road Surgery

Inspection report

Gosport War Memorial Hospital
Bury Road
Gosport
PO12 3PW
Tel: 02392580363
www.buryroadsurgery.co.uk

Date of inspection visit: 20 April 2023
Date of publication: 30/06/2023

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an unannounced targeted inspection at Bury Road Surgery on 20 April 2023.

This was a targeted inspection and we have carried forward the ratings from the previous inspection on 23 February 2023. Overall, the practice is rated as Inadequate.

Safe - Inadequate

Effective - Inadequate

Caring - Good

Responsive – Requires Improvement

Well-led – Inadequate

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Bury Road Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out a targeted inspection following subsequent information of concern in addressing the action plan implemented at the previous inspection.

The focus of this inspection was on:

- The key questions of safe, effective, responsive and well-led
- To review the impact of staffing challenges on the delivery of services.
- To assess the progress on the action plan implemented following the previous inspection in February 2023.

How we carried out the inspection

This inspection was carried out as follows:

- A site visit.
- Conducting staff interviews, some on-site and some using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

Our findings

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

Overall summary

- information from the provider, patients, the public and other organisations.

We found that:

- Governance systems overall remained ineffective, in particular but not limited to medicines management and monitoring of care and treatment provided to patients.
- There was still a lack of leadership and staff were not appropriately supported to ensure care and treatment for patients was effective.
- There was limited oversight to ensure patients' needs were assessed and reviewed appropriately and monitored in accordance with national guidance.

Following our inspection in February 2023, we asked the provider to send us an action plan detailing how they would address the concerns we found during that inspection. When we inspected in April 2023, we found the provider had not made adequate improvements to address those concerns. Although an action plan had been submitted to us, the provider had not demonstrated compliance to all of the actions set out within the action plan to ensure patients received safe care and treatment.

Full information about CQC's regulatory response to the more serious concerns found during inspections is added to reports after any representations and appeals have been concluded.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Bury Road Surgery

Bury Road Surgery is located in Gosport at:

Gosport Memorial Hospital

Bury Road

Gosport

Hampshire

PO12 3PW

The provider is registered with CQC to deliver the Regulated Activities, diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice has one lead GP (the registered provider), one part time salaried GP, one regular locum GP and locum GPs to provide remote triage and onsite services. The practice employs an advanced nurse practitioner, a nurse practitioner, practices nurses and a healthcare assistant. The practice has administration and reception staff, and the practice manager is supported by an operations manager.

At the time of the inspection, there had been various staff resignations and staffing challenges. This was linked to the lead GP's announcement that he was to retire in December 2022 and intended to hand back his contract to deliver GP services from 31 March 2023. The lead GP subsequently withdrew their decision to retire which led to uncertainty over the future of the practice. After the site visit, we learnt the commissioners had agreed an extension to the contract until 30 June 2023. The practice had received support from NHS Hampshire and Isle of Wight Integrated Care Board (ICB) with an external healthcare provider assisting with the day to day running of the practice.

The practice is situated within the NHS Hampshire and Isle of Wight ICB and delivers General Medical Services (GMS). This is part of a contract held with NHS England.

The practice has a patient list size of 4,530 and is part of a wider network of GP practices, called the Gosport Central Primary Care Network (PCN). This PCN has combined patient list size of about 84,000.

Information published by Public Health England shows that deprivation index within the practice population group is 6, in a range of 1 to 10. The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97% white, 1.3% Asian and 1.3% mixed. The practice has a higher proportion of older people than the England average at 23.9% compared with 17.7%. The practice population has higher rates of cancer, COPD, dementia, depression, diabetes, hypertension and obesity than the England average, based on data from March 2022.

The practice is open on Mondays from 8.30am to 7.30pm and Tuesdays to Fridays from 8.30am to 6.30pm. Telephone lines are open from 8am to 6.30pm. Out of hours services are provide from 6.30pm to 8pm Monday to Friday and from 8am to 4.30pm on Saturdays. Patients can access the out of hours service via the NHS 111 telephone number.

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.