

St Paul's Practice

Inspection report

St Paul's Surgery
Alison Way
Winchester
Hampshire
SO22 5DD

Date of inspection visit: 10 January 2019
Date of publication: 14/02/2019

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 St Paul's Practice on 10 January 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 all population groups, apart from for older people which we rated as outstanding.

We rated the population group of older people as outstanding due to the innovative approach the practice had taken with regard to management of leg ulcers, including the installation of foot sinks in its treatment rooms. The approach had led to improved healing rates and had reduced the recurrence of future leg ulcers.

We found that:

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- We saw evidence of comprehensive clinical audits but the implementation of the recommendations from these audits was not consistently shown.
- The training of staff was encouraged but the documentation of completed staff training was not fully embedded.
- Staff at the practice felt supported and listened to by managers.
- Leadership at the practice was appropriately structured, strong and well-embedded.

Whilst we found no breaches of regulations, the provider **should:**

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Improve the process for the recording of completed staff training to include recent training modules.
- Review the practice's programme for audits to drive improvement in clinical care.
- Continue to monitor the impact of changes in practice through the use of audits.
- Continue to improve the uptake for two-week wait cancer referrals and cervical screening to achieve the national target of 80%.
- Continue to review patient feedback in relation to accessing appointments.

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

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

Population group ratings

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

Our inspection team

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

Background to St Paul's Practice

St Paul's Practice is located at St Paul's Surgery, Alison Way, Winchester, SO22 5DD. There is a pharmacy located in the same building.

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

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

St Paul's Practice is situated within the West Hampshire Clinical Commissioning Group (CCG) and provides services to 18,900 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of GPs and a managing partner which registered with the CQC in 2013. The

practice consists of 11 GP partners, three nurse practitioners, three practice nurses and two healthcare assistants. Alongside the clinical team, a practice manager partner is supported by a deputy practice manager and reception manager who lead a team of receptionist, administrators and a medical secretary. The practice is part of a GP Federation for the provision of extended access for primary healthcare services.

The National General Practice Profile states that 94% of the practice population is from a white British background with an approximate further 4% of the population originating from an Asian 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 85 years compared to the national average of 83 years.