

Cowplain Family Practice

Inspection report

26-30 London Road
Cowplain
Waterlooville
Hampshire
PO8 8DL
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Date of inspection visit: 18 June 2019
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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 

Overall summary

We carried out an announced focused inspection at Cowplain Family Practice on 18 June 2019 as part of our inspection programme. This inspection was to look at the breaches to regulations identified from our previous inspection in March 2018 when the practice was rated as good overall but requires improvement in the key question of Safe. This inspection was a follow up on the Safe key question only. Prior to the inspection we undertook an annual regulatory review which indicated no other key questions needed to be inspected.

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 for Safe.

We found that:

- The practice had made improvements to systems and processes to keep patients safe, particularly in the areas identified as requiring improvement at our previous inspection.
- All staff had now received training suitable to their role specifically in safeguarding children and vulnerable adults.
- The practice had identified a new lead for oversight of infection prevention and control and had made improvements to the areas raised in the previous report.

- The practice was recording water temperatures in line with national health and safety guidance, but the practice could not demonstrate how it was responding to temperatures that were out of range.
- The practice did not have appropriate security measures in place for its prescription stationery.
- All staff had received fire safety training, but the practice had not identified designated fire marshals.
- We found the patient group directives had been signed and authorised but there was evidence in a delay in this process from the date of validation to date of authorisation.

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

- Consider reviewing policies to include reference to patients using online services.
- Review the process of authorising patient group directives in a timely manner.
- Review the process for the management of controlled stationery such as blank prescriptions in line with national guidance.

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

Our inspection team

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

Background to Cowplain Family Practice

Cowplain Family Practice is situated in purpose-built premises, in a village north east of Portsmouth in Hampshire. Cowplain Family Practice are tenants in the building. The practice has an NHS general medical services contract to provide health services to approximately 16,081 patients.

The practice is registered with the Care Quality Commission to provide the following regulated activities:

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

The practice has one registered location and an additional site. The registered location is situated at: Cowplain Family Practice 26-30 London Road, Cowplain, Waterlooville, Hampshire, PO8 8DL. The additional site is situated at: Queenswood Surgery, 223 London Road, Cowplain, Waterlooville, Hampshire, PO8 8DA. We did not visit the Queenswood site as part of this inspection.

The registered location and additional site are also known as Oaks Healthcare. The practice is located in an area of low deprivation, scoring nine out of ten on the deprivation scale. In a score of one to ten, the higher the decile the less deprived an area is. The average life expectancy of the practice population is higher than the national average. The practice population is higher than the national average in the age groups over 65 years.

The Cowplain Family Practice is open on Mondays from 8am to 6.30pm, and Tuesdays to Fridays from 7.30am to 6.30pm. The Queenswood site is open from 8.15am to 6.30pm Monday to Friday. Out of hours services (OOH) for both locations are provided by Partnering Health Limited. The practice also uses the local GP Extended Access based within Waterlooville Health Centre from 6.30pm to 8pm Monday to Friday as well as 8am to 4.30pm on Saturdays and Sunday mornings. Patients can access the OOH service via the NHS 111 number as instructed on the practice website and by contacting the GP surgery.