

Dr Sylvester, Dr Hobbs and Dr Ford

Quality Report

Liphook Village Surgery

The Square

Liphook

Hampshire

GU30 7AQ

Tel: 01428 728270

Website: www.liphookvillagesurgery.co.uk

Date of inspection visit: 10 January 2017

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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr Hobbs, Dr Bashforth, Dr Sylvester and Dr Ford, also known as Liphook Village Surgery on 8 July 2015. The practice was rated good for effective, caring, responsive and well-led, and was rated requires improvement for safe. The overall rating for the practice was good. The full comprehensive report on the July 2015 inspection can be found by selecting the 'all reports' link for Dr Hobbs, Dr Bashforth, Dr Sylvester and Dr Ford on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 10 January 2017 to confirm that the practice had carried out their plan to meet the legal

requirements in relation to the breach in regulations that we identified in our previous inspection on 8 July 2015. This report covers our findings in relation to those requirements.

At our previous inspection on 8 July 2015, we rated the practice as requires improvement for providing safe services as the patient group directions for authorising nurses to administer medicines such as for vaccines had not been correctly authorised.

Our key finding for 10 January 2017

- We found that the patient group directions had been correctly authorised.

The practice is now rated as good for providing safe services.

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

Dr Sylvester, Dr Hobbs and Dr Ford

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection team consisted of a CQC inspector.

Background to Dr Sylvester, Dr Hobbs and Dr Ford

The GP partnership of Dr Hobbs, Dr Bashforth, Dr Sylvester and Dr Ford is situated in The Square in the village of Liphook. It is known as the Liphook Village Surgery and is located in a purpose built property with easily accessible free parking nearby. Disabled parking bays are directly in front of the practice building.

The practice is part of the South Eastern Hampshire Clinical Commissioning Group. There are approximately 5600 patients on the practice list. This is in the top 10% of the least deprived areas of the country.

The practice has one male and two female GP partners and a female salaried GP. The GPs are supported by a nurse practitioner, two practice nurses and two health care assistants. Further support is provided by a practice manager and administrative and reception staff. The practice is open 8am to 6.30pm Monday to Friday with evening GP appointments available three evenings until 7.30pm. Patients requiring a GP outside of normal working hours are advised to contact the 111 service to be directed to an external out of hours service. This information is clearly displayed in the reception area and on the practice website. The practice has a GMS (General Medical Services) contract.

We inspected the only location for this practice

Liphook Village Surgery

The Square

Liphook

Hampshire

GU30 7AQ

Why we carried out this inspection

We undertook a comprehensive inspection of Liphook Village Surgery on 8 July 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall with requires improvement for providing safe services. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for Dr Hobbs, Dr Bashforth, Dr Sylvester and Dr Ford on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Liphook Village Surgery on 10 January 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

We revisited Liphook Village Surgery as part of this review because they were able to demonstrate that they were meeting the standards.

During our visit we:

- Looked at the paperwork and processes surrounding the patient group directions that are used by nurses to administer vaccines and other medications.
- Spoke to the practice management to assess that there are processes in place to ensure that the paperwork is kept up to date.

Are services safe?

Our findings

Medicines Management

At our previous inspection on 8 July 2015, we rated the practice as requires improvement for providing safe services as the arrangements in respect of the authorisation of the patient group directions for nurses to administer vaccines and other medicines were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 10 January 2017. The practice is now rated as good for providing safe services.

We looked at all the patient group directions that the practice nursing staff needed to administer vaccines and other medications. Patient group directions (PGDs) are

written instructions for the supply or administration of medicines to groups of patients who may not be individually identified before presentation for treatment. All the PGDs were drawn up by the relevant multi-disciplinary groups and signed by each member of the group, a representative of the authorising body and also each member of the nursing staff operating under the direction. The doctor in the practice had also signed as required. All the PGDs had been reviewed recently and were therefore within the two year review time period. All staff working under the direction had the appropriate clinical qualifications to operate under the direction. Each PGD was correctly filed with the details of the medicine including dosage, warnings of side effects or adverse reactions, and details of when a patient may need referral to a doctor.