

Vine Medical Group

Inspection report

Forest End
Waterlooville
Hampshire
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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?

Good 

Are services well-led?

Outstanding 

Overall summary

We previously carried out an announced comprehensive inspection at Vine Medical Group on 14 and 15 November 2018 as part of our inspection programme. The practice was rated as requires improvement for safe, effective and caring, and for all population groups. This meant the practice was rated requires improvement overall. We issued two requirement notices for Regulation 18: Staffing and Regulation 19: Fit and proper persons employed.

This inspection on 16 and 17 December 2019 was an announced comprehensive inspection to follow up on the breaches of regulation and as part of our inspection schedule where services rated as requires improvement are subject to re-inspection within 12 months.

This inspection looked at the following key questions:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services well-led?

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. During our previous inspection we rated responsive and well led as Good. During this inspection we rated safe, effective, caring and responsive as Good. We rated all population groups as Good apart from older people which we rated as Outstanding and long term conditions which we rated at Requires Improvement. We rated well led as Outstanding.

We rated the practice as Outstanding for providing well led services because:

- Comprehensive and successful leadership strategies were in place to ensure delivery and to sustain and build upon the desired culture.
- There was compassionate and inclusive leadership.

- Throughout every key question we found the practice had not just addressed an identified issue but had implemented further improvements, putting patients at the heart of every they did, whilst appreciating and valuing their staff.
- There was a strong quality improvement culture. Staff reported they worked in a supportive environment where they were encouraged to develop and take ownership of new ideas and projects.
- The consistency of systems and processes across sites was evident through all aspects of the inspection and contributed to the 'one team one goal' culture. This had been achieved with a large number of staff working across multiple sites.
- Rigorous and constructive challenge from the public, staff and other stakeholders was welcomed and seen as a vital way of holding services to account.

We rated the practice as good for providing safe, effective, caring and responsive services because:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation
- The practice learned and made improvements when things went wrong.
- Patients' needs were assessed, and care and treatment was delivered in line with current legislation, standards and evidence-based guidance supported by clear pathways and tools.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles.
- Staff worked together and with other organisations to deliver effective care and treatment.
- The practice respected patients' privacy and dignity.
- The practice organised and delivered services to meet patients' needs
- People were able to access care and treatment in a timely way.

The areas where the provider **should** make improvements are:

- Implement infection control audit measures across all sites and infection control risk assessments at the Westbrook site.

Overall summary

- Continue to find ways of reducing exception reporting for long term conditions and cervical screening.
- Improve the availability of information material for patients in languages other than English.

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 General Practice

Population group ratings

Older people	Outstanding	
People with long-term conditions	Requires improvement	
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 Care Quality Commission (CQC) lead inspector. The team included a second CQC inspector, a GP specialist adviser, a practice nurse specialist adviser and a practice manager specialist adviser.

Background to Vine Medical Group

Vine Medical Group is based in Waterlooville, Hampshire. The practice is spread across four sites in and around Waterlooville:

The Forest End site is located at:

Forest End
Waterlooville
Hampshire
PO7 7AH

The Stakes Lodge site is located at:

3a Lavender Road
Waterlooville
Hampshire
PO7 8NS

The Westbrook site is located at:

1 Aintree Drive
Waterlooville
Hampshire
PO7 8NE

The Health Centre site is located at:

Dryden Close
Waterlooville
Hampshire
PO7 6AL

The local clinical commissioning group (CCG) is the NHS South Eastern Hampshire CCG. Vine Medical Group is registered with the Care Quality Commission to provide the following regulated activities:

- treatment of disease, disorder or injury
- diagnostic and screening procedures
- maternity and midwifery services
- surgical procedures
- family planning

The practice has approximately 27,100 registered patients.

Vine Medical Group employs a total of 109 staff members. This is made up of 10GP partners, and six salaried GPs. There are six paramedics, eight practice nurses, two advanced nurse practitioners, two pharmacists and seven health care assistants. The practice employs a business manager, a practice manager and an operations manager, supervisors and a team of reception and

administration staff. The practice also employs a team of call handlers, supported by call handler mentors who are based within the practice's telephone hub. The practice is a training practice for doctors training to be GPs.

The practice is open Monday-Friday 8.00am-6.30pm, apart from the Westbrook site which is open Monday-Friday 8.30am-1.00pm. Extended hours

appointments are available at the Forest End site on Mondays until 7.30pm, and Wednesdays from 7.20am. Both pre-bookable and on the day appointments are offered. Opening times information is provided in the practice leaflet and on the surgery website. Out of hours services can be accessed via the NHS 111 service.