

The Staunton Surgery

Inspection report

Havant Health Centre
Civic Centre Road
Havant
Hampshire
PO9 2AT
Tel: 02392474351
www.stauntonsurgeryhavant.co.uk

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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?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Staunton Surgery on 4 December 2018 as part of our inspection programme and found breaches of regulations and the practice was rated as requires improvement. This inspection on 5 December 2019 was an announced comprehensive inspection to follow up on 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:

- Safe
- Effective
- Caring
- Responsive
- 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 and good for the population groups with the exception of people experiencing poor mental health which is rated as requires improvement due to high QOF exception reporting.

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 had received training appropriate to their role.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was a clear leadership structure and staff felt supported by management.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to review and improve the uptake of cervical screening and the childhood immunisation programme.
- Continue to review and improve the reduction in exception reporting for patients with long term conditions and poor mental health.
- Review and improve cancer detection rates.

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

Older people	Good	
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)	Requires improvement	

Our inspection team

Our inspection team was led by a CQC inspection. A GP specialist adviser was also present for the inspection.

Background to The Staunton Surgery

The Staunton Surgery is located in Havant, Hampshire. The practice is based within a health centre. The premises building is leased from NHS Property Services. The building also accommodates another GP practice, a pharmacy and administrative offices for some of the local community health services.

The Staunton Surgery is located at:

Havant Health Centre

Civic Centre Road

Havant

Hampshire

PO9 2AT

The local clinical commissioning group (CCG) is the South Eastern Hampshire CCG. The Staunton Surgery 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 7,581 registered patients.

The Staunton Surgery has two GP partners, three salaried GPs and two long-term locum GPs (male and female). One of the GP partners does not undertake clinical sessions at the practice. There is also an advanced nurse practitioner, two practice nurses, a healthcare support worker and a phlebotomist. The practice has a third non-clinical partner who is employed as a business partner for the practice. The practice also employs a practice manager, an operations manager and a team of reception and administration staff.

There are higher than average number of patients under the age of 18 when compared with national and local averages. There is a lower proportion of patients over the age of 65, when compared with the national average. Information published by Public Health England (PHE), shows a significantly higher than average income deprivation affecting children. PHE rates the level of deprivation within the practice population group as 3, on a scale of one to ten. Level 10 represents the lowest levels of deprivation and level one the highest. Life expectancy is lower than average for females (82 years compared with the national average of 84). Life expectancy for males is lower than average for males (78 years compared with the national average of 79 years).

The practice is open Monday-Friday 8.00am-6.30pm.

Practice opening times information is provided on the practice leaflet and on the surgery website. Out of hours services can be accessed via the NHS 111 service.

More information in relation to the practice can be found on their website:

www.stauntonsurgeryhavant.co.uk