

# Solent View Medical Practice

## Inspection report

Lee-On-Solent Health Centre  
Manor Way  
Lee On The Solent  
PO13 9JG  
Tel: 02392550220  
[www.leehealthcentre.co.uk](http://www.leehealthcentre.co.uk)

Date of inspection visit: 9 December 2021  
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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 responsive to people's needs?

Inspected but not rated 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Solent View Medical Practice between 3 and 9 December 2021. This inspection was included the management of access to appointments. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led – Good

## Why we carried out this inspection

We carried out an announced comprehensive inspection between 3 and 9 December 2021 as part of our provider monitoring programme. The full reports for previous inspections can be found by selecting the 'all reports' link for Solent View Medical Practice or the previous location known as The Lee-on-the-Solent Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing facilities
- Completing remote clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- A site visit
- Discussions with practice staff

## Our findings

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 found that:

- All staff had undertaken all mandatory training appropriate to their role.
- Recruitment files contained all relevant information.
- Prescription stationery was stored securely in line with NHS guidelines.
- The practice had made adjustments associated with the COVID-19 pandemic to ensure that patients were kept safe and protected from avoidable harm.

# Overall summary

- The practice was able to demonstrate staff had the skills, knowledge and experience to carry out their roles. Staff members were appraised annually and received appropriate supervision and training.
- The practice provided a personal named GP list system to promote consistency and continuity for its patients.
- 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.
- Staff we spoke with told us that they felt supported by the management team and that if they raised concerns that these would be listened to and acted upon.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector who undertook a site visit. The team was supported by a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Solent View Medical Practice

Solent View Medical Practice is located in purpose built premises in Lee on Solent, Hampshire. The practice delivers a General Medical Services (GMS) contract to provide health services to approximately 12,481 patients. Solent View Medical Practice was formed in April 2019 following the merger of The Lee-on-the-Solent Medical Practice and Manor Way Surgery. The two practices were both located within the the same Health Centre. The two practices had worked separately for many years and following some GP partner changes it was felt that it would be beneficial to the patients and the practices to merge.

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

Treatment of disease, disorder or injury

Surgical procedures

Diagnostic and screening procedures

Maternity and midwifery services and family planning.

The practice has one registered location situated at:

Manor Way

Lee on Solent

Hampshire

PO13 9JG

The practice team consists of two GP partners, a salaried GP supported by four regular locum GPs. The clinical team also consists of an experienced team of nurse practitioners, practice nurses and Health Care Support workers, two paramedics and a physicians associate. Alongside the clinical team, a practice manager is supported by two operations managers, administration staff and a reception team leader who leads a team of receptionists.

The National General Practice Profile states that 97% of the practice population is from a white ethnicity 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.