

Poole Town Surgery

Inspection report

36 Parkstone Road
Poole
Dorset
BH15 2PG
Tel: 01202670111
www.pooletownsurgery.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 well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Poole Town Surgery on 23 January 2019. The overall rating for the practice was good. However, the practice was rated requires improvement for providing well-led services. A Requirement Notice was served in relation to a breach of Regulation 17 Good Governance, The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The full comprehensive report for the inspection undertaken on the 23 January 2019 can be found by selecting the 'all reports' link for Poole Town Surgery on our website at .

After our inspection on 23 January 2019 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the Requirement Notice.

This inspection was an announced focussed follow-up inspection carried out on 9 January 2020 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 23 January 2019. This report only covers findings in relation to those requirements.

Our judgement of the quality of care at this service is based 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.

This practice remains rated as good overall. The practice is now rated as good for providing well-led services.

At this inspection we found:

- The practice showed that all learning from significant events had been shared with all relevant staff.
- All staff had completed training in safeguarding adults and children to the appropriate level.
- The arrangements for identifying, recording and managing risks were effective. There were effective recruitment checks, fire alarm tests and records of staff vaccination status. There was effective management of prescription security.
- The provider was aware that some Quality and Outcomes Framework (QOF) exception reporting was higher than national averages and had taken steps to address the level of exception reporting.

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

- Continue to monitor Quality and Outcomes Framework (QOF) exception reporting and continue to implement appropriate measures to reduce this in line with local and national data.

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 Inspector and included a GP specialist advisor.

Background to Poole Town Surgery

Poole Town Surgery provides primary medical services to approximately 4,300 patients. The registered provider is Poole Town Surgery. The practice operates from;

36 Parkstone Road, Poole, Dorset, BH15 2PG.

The practice is registered to provide the regulated activities; treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and diagnostic and screening procedures.

The practice shares the premises, some equipment, some nursing and managerial staff with another practice, Dr Anthony Newman, the two practice's being located in the same building. There are two GP Partners, one male and one female. There are two salaried GPs, both female. The practice also employs one practice nurse, a practice manager, a deputy practice manger, an IT manager and

six administration and reception staff. Practice staff are supported by an additional nurse practitioner and healthcare assistant who are employed jointly with Dr Anthony Newman.

The practice is a training practice for doctors training to be GPs. The practice is open between 8am until 6.30pm, every week day. The practice offers patients extended hours appointments every Thursday evening from 6.30pm until 8.15pm. When the practice is closed patients are directed to out of hours services by dialling the NHS 111 service.

Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten where level one represents the highest levels of deprivation. The average life expectancy for male and female patients is in line with the national average.