

Sandford Surgery

Inspection report

6A Tyneham Close
Sandford
Wareham
Dorset
BH20 7BQ
Tel: 01929554490
www.sandfordsurgery.nhs.net

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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 Sandford Surgery on 5 February 2020 to follow up on breaches of regulations. The practice had previously been inspected in February 2019, when it was rated as Requires Improvement overall. Specifically, the practice was rated requires improvement for safe and well led services and good for effective, responsive and caring services. This was because of ineffective governance systems and

shortfalls regarding fire safety, health and safety, staff training and safe use and storage of prescription stationery.

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 all population groups.

We found that:

- The practice had implemented systems which promoted health and safety, including fire safety and infection prevention and control.

- There were clear and effective processes for managing and mitigating risks which included risk assessment, to ensure adherence with the practice's policies and local and national guidelines.
- The practice was able to demonstrate safe use and storage of prescription stationery.
- Staff had completed the necessary training.
- Patients received effective care and treatment that met their needs.
- 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.
- The practice had implemented systems of good governance which included delegation and overview of tasks.

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)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Sandford Surgery

Sandford Surgery is located at 6A Tyneham Close Sandford Wareham Dorset BH20 7BQ. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, surgical procedures and treatment of disease, disorder or injury.

Sandford Surgery is situated within the Dorset Clinical Commissioning Group (CCG) and provides services to 2,400 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one

represents a higher level of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

The provider is a partnership of two GPs, one male and one female. There are five administrative staff, two health care assistants and a practice nurse. They also have a locum to help on an ad hoc basis when needed and who is well known by the patients and staff.

Sandford Surgery is open from 8.30am until 6.30pm Monday to Friday. The reception staff

take telephone calls for appointments from 8am until 6.30pm. Outside these hours the practice advises patients are directed to contact the out-of-hours service by using the NHS 111 number.