

Emsworth Surgery

Inspection report

6 North Street
Emsworth
Hampshire
PO10 7DD
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www.emsworthsurgery.co.uk

Date of inspection visit: 24 June 2020
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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 previously carried out an announced comprehensive inspection at Emsworth Surgery on 19 March 2019 as part of our inspection programme. We rated the practice as Good overall, however we found a breach of regulations and rated Safe as Requires Improvement. We also rated the provision of care and treatment for the population group people with Long-term Conditions as Requires Improvement. You can read the full report by selecting the 'all reports' link for Emsworth Surgery on our website at .

On 24 June 2020, we carried out a desk-based review to confirm that the practice had carried out its plan to meet the legal requirements in relation to the breach of regulations that we identified at our previous inspection in March 2019. This report covers our findings in relation to those requirements.

We found that the practice is now meeting those requirements and we have amended the rating for this practice accordingly. The practice is now rated Good for the provision of safe services. We previously rated the practice as Good for providing Effective, Caring, Responsive and Well Led services. The rating for providing care and treatment for people with Long-term Conditions has improved to Good.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out our desk-based review
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We have rated Safe as Good because:

- The practice had implemented a protocol and procedure in place to ensure that all Patient Group Directions (PGDs) were appropriately authorised.
- The practice had implemented a protocol and procedure in place to take appropriate action when fridge temperatures were recorded outside of the safe range.
- The practice had implemented an appropriate security procedure to keep blank prescriptions safe from misuse.
- The practice had ensured that clinical staff had received appropriate levels of safeguarding training.
- Contaminated waste bins were locked and secured. The practice improved their infection control procedures in addition to the breach identified at the last inspection.

We rated the people with long-term conditions population group as Good because:

- Exception reporting rates for long-term conditions had reduced since our last inspection in March 2019. Although rates were still high when compared to the CCG and England averages, the practice was able to provide appropriate clinical explanation for this.

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

- Continue to improve exception reporting rates (2020/21 personal care adjustment) for patients with asthma and Chronic obstructive pulmonary disease (COPD).

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	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 consisted of a CQC lead inspector.

Background to Emsworth Surgery

Emsworth Surgery is located at 6 North Street, Emsworth, PO10 7DD. It has a branch surgery; The George and Dragon Surgery located at The Square, Westbourne, Emsworth, PO10 8UE.

The practice provides services under a general medical services contract. The practice has approximately 13,000 registered patients with a slightly higher than average older people population and its patients are predominantly from a white British background. The practice is part of the NHS South East Hampshire Clinical Commissioning Group.

The practice is registered with the Care Quality Commission to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice's clinical team consists of seven partners, two salaried GPs, one GP registrar, one nurse practitioner, five practice nurses, one bank practice nurse, one health care assistant and a phlebotomist. The administration team is led by a practice manager and consists of one deputy practice manager, an IT manager, an HR manager, three medical secretaries, a reception manager, 11 medical receptionists, one bank receptionist, a prescriptions clerk and three administrators.

The practice has opted out of providing an out-of-hours service. Patients are able to access an extended hours service operated by Southern Hampshire Primary Care Alliance. The practice's website redirects patients to the NHS 111 service should they require care and treatment outside of the practice's normal working hours.

You can access practice information online at www.emsworthsurgery.co.uk.