

Chilcote Surgery

Inspection report

Hampton Avenue
Torquay
TQ1 3LA
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www.chilcotesurgery.co.uk

Date of inspection visit: 01 November 2022
Date of publication: 20/01/2023

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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced focused inspection at Chilcote Surgery on 1 November 2022.

Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Not inspected, rating of Good carried forward from a previous inspection (2019)

Responsive - Not inspected, rating of Good carried forward from a previous inspection (2019)

Well-led - Good

Following our previous inspection on 22 January 2019 the practice was rated Good overall.

The full reports for previous inspections can be found by selecting the 'all reports' link for Chilcote Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection programme.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

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:

Overall summary

- There was an open and transparent approach to safety and an effective system for reporting and recording significant events.
- 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 dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was a clear leadership structure and staff felt supported by management.
- Systems for managing safety alerts were effective.
- Published results showed the childhood immunisation uptake rates for the vaccines given were above the 90% minimum target.

We found the following areas of **outstanding practice**:

- Chilcote Surgery had been able to facilitate a drug and alcohol support worker who will also be working with the other practices within the PCN to support patients who are under the drug and alcohol service, the homeless people and those who have issues with polypharmacy (polypharmacy is the simultaneous use of multiple medicines for a condition).
- Staff we spoke with were proud of the organisation as a place to work and spoke highly of the culture. Staff at all levels are actively encouraged to speak up and raise concerns, all policies and procedures support this process.

Whilst we found no breaches of regulations. The provider **should**:

- Take steps to follow the guidance for authorising Patient Group Directions (PGDs).
- Continue to implement and monitor the outcome of plans to improve performance relating to gabapentinoids prescribing.
- Take steps to review and monitor cervical screening uptake rates and continue to encourage eligible persons to attend for screening.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included 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 Chilcote Surgery

Chilcote Surgery is located in Torquay Devon.

Hampton Avenue

Torquay

Devon

TQ1 3LA

The practice has a branch surgery at:

Chatto Surgery

104 Chatto Road

Torquay

Devon

TQ1 4HY

We only visited the Chilcote Surgery as part of this inspection.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the South Devon and Torbay Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 14,100. This is part of a contract held with NHS England.

The practice is part of a wider network of two GP practices named the Baywide Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 1.3 Asian, 97.1% White, 0.2% Black, 1.2% Mixed, and 0.2% Other.

There is a team of nine GP partners and four salaried GPs who provide cover at both practices. The practice has a team of ten nurses who provide nurse led clinics for long-term conditions and are supported by healthcare assistants and phlebotomists. The GPs are supported at the practice by a team of reception and administration staff. The practice manager is based at the main location to provide managerial oversight.

The practice is open between 8.00 am to 6pm on a Monday, 7.30am to 6pm on Tuesday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by Chatto Surgery, where late evening appointments are available. Out of hours services are provided by NHS 111.