

Watercress Medical, Mansfield Park Surgery

Inspection report

Lymington Bottom Road
Medstead
Alton
GU34 5EW

Tel: 01420562922

www.watercressmedicalgroup.co.uk

Date of inspection visit: 25 May 2022

Date of publication: 28/07/2022

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 inspection at Watercress Medical, Mansfield Park Surgery on 25 May 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe – Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 3 December 2019, the practice was rated Requires improvement overall and Requires improvement for providing Safe, Effective and Well-led services. We rated Caring and Responsive as Good.

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

Why we carried out this inspection

This inspection was a comprehensive inspection and we visited the location on 25 May 2022. We followed up on breaches of regulations identified at the previous inspection. We also reviewed access to services as a result of the COVID-19 pandemic.

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
- Completing 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
- 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:

Overall summary

- 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

We found that:

- 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.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to seek solutions to improve the hot water system to reduce risks associated with Legionella bacteria.
- Continue to implement systems to ensure patients prescribed lithium receive the full range of checks recommended by the National Institute for Health and Care Excellence (NICE) guidance.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

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. A member of the CQC medicines team attended the site visit and inspected medicines management and the dispensary.

Background to Watercress Medical, Mansfield Park Surgery

Watercress Medical, Mansfield Park Surgery is located in Medstead near Fourmarks at:

Lymington Bottom Road, Medstead, Alton, Hampshire GU34 5EW

The provider is registered with CQC to deliver the following regulated activities:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury.

Watercress Medical, Mansfield Park Surgery is situated within NHS Hampshire, Southampton and Isle of Wight Integrated Care System, which is a partnership of clinical commissioning groups. The practice provides services to approximately 7,100 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of six partners, five GPs and one GP with a special interest in cardiology and it has been registered with CQC since 2013. The practice employs three practice nurses and two practice nurse assistants. The clinical team is supported by a practice manager, a deputy practice manager and a team of receptionists, administrators and medical secretaries. The surgery is on the ground floor, with a large waiting room to one side of the main reception. There are nine consulting rooms and three treatment rooms. The dispensary is staffed by a manager with a team of dispensers and a dispensary assistant. The practice is part of the Winchester Rural North & East primary care network of six practices, and the Mid Hampshire Healthcare federation of practices.

We inspected the surgery and its dispensary when we visited the site.

Information published by Public Health England shows this practice is in an area with the lowest level of deprivation (10th centile).

According to the latest available data, the ethnic make-up of the practice area is 97.9% white, and 0.9% Asian. The patient population has a larger proportion of older people than the England Mean (26.5% compared with 17.6%) and a lower proportion of working age (56.6% compared with 62.4%) and young people (26.9% compared with 20%).

The practice is open between 8am to 6.30pm Monday to Friday. Additional appointments are available 7am-8am Tuesday to Friday. Extended access is provided for the practice, Monday to Friday 5pm until 8.30pm, Saturdays 8am to 4pm and Sundays 8am until 12noon. Out of hours services are provided by NHS111.

The practice offers a range of appointment types including book on the day, video appointments, telephone consultations and advance appointments.