

Wickham Surgery

Inspection report

Houghton Way
Wickham
Fareham
Hampshire
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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 effective?

Good



Overall summary

We previously carried out an announced focused inspection at Wickham Surgery, on 1 October 2019 as part of our inspection programme. The inspection was carried out following an annual regulatory review of information available to us. The inspection looked at the Effective, Responsive and Well-led key questions. We rated the practice as Good overall, and for each key question, however we rated the long-term conditions population group as Requires Improvement due to some outlying performance data. You can read the full report by selecting the 'all reports' link for Wickham Surgery on our website at .

We were mindful of the impact of the Covid-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what type of inspection was necessary and proportionate, this was therefore a desk-based review. On 23 September 2020, we completed a desk-based review to confirm that the practice had carried out its plan to improve its Quality and Outcome Framework performance data, that was identified as requiring improvement at our previous inspection in October 2019.

At this desk-based review we found that the practice had sufficiently improved its Quality and Outcome Framework (QOF) performance data, particularly in relation to its exception reporting of long-term conditions. The practice is now rated Good for the long-term conditions population group. We previously rated the practice as Good for providing Safe, Effective, Caring, Responsive and Well-Led services and Good for all other population groups.

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

- what we found when we reviewed the information sent to us by the provider
- information from our ongoing monitoring of data about services and
- information from the provider.

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

- The practice's latest Quality and Outcome Framework (QOF) performance data demonstrated an improvement. Specifically, the exception reporting rates associated with those patients diagnosed with asthma and chronic obstructive pulmonary disorder receiving an annual review. These rates were now in line or better than local and national averages.
- The actions taken by the practice to improve its performance data indicated a higher number of patients had received effective care for their personal needs, compared with when we last inspected the practice in October 2019.

Although not part of our previous recommendations, the practice provided additional evidence to demonstrate:

- In this year's national GP Patient Survey, the practice was rated the highest in the locality for overall patient satisfaction, as well as above the local and national averages in every area of the survey.

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

People with long-term conditions

Good



Our inspection team

We did not visit Wickham Surgery during this inspection. The review of information sent by the practice was undertaken remotely by a CQC inspector.

Background to Wickham Surgery

Wickham Surgery is located at Houghton Way, Wickham, Fareham, PO17 5GU. It has an additional site located at Droxford Surgery, 35 The Park, Droxford, Hampshire, SO32 3QQ. Both locations have a dispensary.

Wickham Surgery is registered with CQC to deliver the following Regulated Activities from both sites:

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

Wickham Surgery is situated within the West Hampshire Clinical Commissioning Group (CCG) and provides services to approximately 13,000 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 eight partners, seven GPs and one business managing partner, who registered with the CQC in April 2013. The practice also has two salaried GPs, three GP retainers three urgent care nurses, five practice nurses, including a nurse manager, two healthcare assistants, two phlebotomist and a mental health well-being advisor. The clinical team is supported by a practice management team comprising of a business

manager, and two operations managers. A reception manager and administration manager lead a team of receptionists, administrators and medical secretaries. The dispensaries at both sites are staffed by a team which includes a pharmacy technician, and dispensers led by a dispensary manager. A driver is employed by the practice to provide a dispensary delivery service three days a week.

Since our last inspection, the practice told us it had become a GP training practice and, at the time of this desk-based review, one trainee GP was attached to the practice.

There is a higher than average number of patients over the age of 65 years, compared to the national average. The National General Practice Profile states that 97% of the practice population is from a white background with the remaining 3% of the population originating from mixed, black or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels 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 85 years compared to the national average of 83 years.