

Port Isaac The Surgery

Inspection report

The Surgery
Hillson Close
Port Isaac
PL29 3TR
Tel: 01208880222
www.portisaacpractice.co.uk

Date of inspection visit: 26 September 2022
Date of publication: 23/11/2022

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?

Requires Improvement 

Overall summary

We carried out an announced inspection at Port Isaac The Surgery on 26 September 2022. Overall, the practice is rated as good.

Safe - good

Effective - good

Well-led - requires improvement

Following our previous inspection on 23 January 2019, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Port Isaac The 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 priorities.

Outline focus of inspection to include:

- Inspection of the safe, effective and well led key questions
- The rating of good for caring and responsive were carried through from the previous inspection.

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:

- 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.

Overall summary

- 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.

The areas where the provider **must** make improvements as they are in breach of regulations are:

- The provider must ensure the oversight of systems and processes. For example, infection prevention and control, recruitment systems, risk assessment procedures, safety alerts and staff training.
- The provider must improve the system for registered health professionals to administer specified medicines so that all nurses are consistently approved by the nominated person.
- The provider must continue to improve recording within clinical records to demonstrate appropriate monitoring is carried out for individual patients

The areas where the provider should make improvements are:

- The practice should continue to work towards achieving national targets for childhood immunisations and cervical screening.
- The provider should continue to encourage the formation of a patient participation group.

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 face to face 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 Port Isaac The Surgery

Port Isaac The Surgery is located in Port Isaac at:

The Surgery

Hillson Close

Port Isaac

Cornwall

PL29 3TR

The practice has a branch surgery at:

Bridge Medical Centre

Harbour Road

Wadebridge

Cornwall

PL27 7AH

Both Port Isaac The Surgery and Bridge Medical Centre have dispensaries which were visited as part of the site visits.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, 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 NHS Cornwall and Isles of Scilly Integrated Care System (ICS) and delivers Personal Medical Services (PMS) to a patient population of about 8,805. This is part of a contract held with NHS England.

The practice is part of a wider network of three GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth lowest decile (six 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 98.6% White, 0.6% Asian and 0.8% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of six GPs who provide cover at both practices. The practice has a team of six nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations and a health care assistant. The GPs are supported at the practice by a team of reception/administration staff. The practice manager is based at the main location to provide managerial oversight.

The practice is open between 08:30 am to 6 pm Monday to Friday and is closed between 1 to 2pm each day. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Kernow Health CIC, where late evening, weekend appointments and out of hours services are available.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <ul style="list-style-type: none">• The provider must improve the oversight of systems and processes. For example, recruitment systems, risk assessment procedures, safety alerts and staff training.• The provider must improve the system for registered health professionals to administer specified medicines so that all nurses are consistently approved by the nominated person.• The provider must continue to improve recording within clinical records to demonstrate appropriate monitoring is carried out for individual patients. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>