

# Martock Surgery

## Inspection report

Church Street  
Martock  
TA12 6JL  
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[www.martocksurgery.co.uk](http://www.martocksurgery.co.uk)

Date of inspection visit: 2 April 2019  
Date of publication: 20/05/2019

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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Martock Surgery on 2 April 2019 as part of our inspection programme. Martock Surgery became part of Symphony Healthcare Services in December 2018. This was its first inspection under the new provider.

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 have rated this practice as good overall and good for all population groups, apart from patients with long term conditions and patients experiencing poor mental health (including dementia), which we rated as requires improvement.**

We found that:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice directly employed health coaches to promote patients to have healthier lifestyles, run activity groups, provide signposting patients to other services and act as carers champions.
- The practice offered extended hours which included opening on late evenings and on Saturday mornings.
- There was a programme of annual reviews of patients with long term conditions, mental health needs and dementia, although improved regarding the previous year's information they were still below the expected local and national targets in some areas.

- The patient participation group (PPG) was beginning to have a positive effect to keep patients informed and involved in the practice and the services it provides.
- There was an active programme of audit that had a positive impact upon the outcomes for patient care, learning was shared across the provider organisation.
- The new provider's policies and procedures and system of governance which had been implemented and embedded showed there was an effective system of monitoring at the local level and at provider level.
- The practice identified military veterans in line with the Armed Forces Covenant 2014. This enabled priority access to secondary care to be provided to those patients with conditions arising from their service to their country.
- At the time of our inspection the practice manager and deputy practice manager had recently vacated their roles. Symphony Health Services (SHS) was providing management support and a recruitment process had been instigated for these roles.

Importantly, we identified an area where the practice **must** make improvements;

- The provider must ensure that the monitoring of patients registered with long term conditions, mental health needs and dementia received regular reviews of their care.

In addition, the provider **should**:

- Continue to deploy resources to address the administrative backlog of work.
- Ensure that management vacancies at the practice are filled in a timely manner to minimise disruption to the service.
- Continue to focus on increasing the number of cervical smear checks and other cancer screening, in line with national guidance.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Good</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to Martock Surgery

Symphony Health Services (SHS) is the registered provider of Martock Surgery, which has a branch premises at South Petherton. SHS is a NHS health care provider, based in Somerset that was developed as part of the South Somerset Symphony Programme – a project which aims to create new and innovative ways to delivering high quality care to patients and strengthening and supporting primary care in the local area. SHS have been providing a service from Martock Surgery since December 2018.

The service is provided from two addresses; Martock Surgery, Church Street, Martock, Somerset TA12 6JL and South Petherton Medical Centre, Bernard Way, South Petherton, Somerset TA13 5EG. We visited this location and the branch surgery as part of our inspection.

The practice delivers a general medical service to approximately 11,000 patients. Further information about the practice can be found at [www.martocksurgery.co.uk](http://www.martocksurgery.co.uk).

Public Health England states the practice area population group is in the eighth least deprived decile in England. The practice population is similar to local and national averages. Of patients registered with the practice, 99% are White or White British.

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

Martock Surgery is situated within Somerset Clinical Commissioning Group (CCG) and provides services to 11,000 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.

There is a team of three salaried GPs, two female and one male. The whole time equivalent is three. The practice used a team of locum GPs to provide cover. The GP team are supported by a practice manager, a finance manager, practice administrator, a reception manager, 2.4 practice nurses, one emergency care practitioner, 1.5 advanced nurse practitioners, a clinical pharmacist, four health care assistants, five health coaches and additional administration staff.

The practice age profile is in line with local and national averages. There are higher than average number of patients aged over 65 years, in common with the characteristics of this area, and fewer patients aged below 30 years than the national average.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is 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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met:</b></p> <p>The provider was failing to provide safe care and treatment in the form of regular health checks for patients with long term conditions, and patients experiencing poor mental health (including dementia).</p> <p>The practice achieved below average results for regular monitoring of registered patients with hypertension, diabetes, COPD (chronic obstructive pulmonary disorder) and cancer screening.</p> <p>This was a breach of regulations 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>