

Sollershott Surgery

Inspection report

44 Sollershott East
Letchworth Garden City
Hertfordshire
SG6 3JW

Tel: 01462683637

www.thesollershottsurgery.nhs.uk

Date of inspection visit: 3 March 2020

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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 safe?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Sollershott Surgery on 18 July 2019. Overall the practice was rated as requires improvement and requirement notices were issued.

The report from our inspection in July 2019 can be found by selecting the 'all reports' link for Sollershott Surgery on our website at www.cqc.org.uk.

We carried out an announced focused inspection at Sollershott Surgery on 3 March 2020. This inspection was undertaken to follow up requirement notices we issued to the provider. We found the practice had complied with the requirement notices.

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 for providing safe and well-led services and good overall.

We found that:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- The practice had systems for the appropriate and safe use of medicines, including medicines optimisation.
- The practice learned and made improvements when things went wrong.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.
- There were clear and effective processes for managing risks, issues and performance.

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

- Continue to take steps to ensure all non-clinical staff members have received the relevant vaccinations for their role.

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. The team included a GP specialist adviser.

Background to Sollershott Surgery

12 Point Care Limited is the registered provider of Sollershott Surgery. 12 Point Care Limited is a federation made up of 12 GP practices covering the North Hertfordshire area. The federation is run by three directors, a business manager and an extended access scheme manager. The contract to run Sollershott Surgery was awarded to 12 Point Care Limited from 1 July 2018.

Sollershott Surgery is located at 44 Sollershott East, Letchworth Garden City, Hertfordshire, SG6 3JW. The provider is registered with CQC to deliver four Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

Sollershott Surgery provides services to approximately 5,055 patients of various ages under the terms of an Alternative Provider Medical Services (APMS) contract with the local Clinical Commissioning Group (CCG). APMS is a contract between general practices and the CCG for

delivering primary care services to local communities. The practice has one registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice team consists of two female salaried GPs, one female regular locum GP and one regular male locum GP. There are two practice nurses and a healthcare assistant. A clinical pharmacist employed by the local Primary Care Network works at the practice one day a week. There is a practice manager who is supported by a team of administration and reception staff members.

The age of the practice population served is comparable to local and national averages. The practice has a slightly higher than average number of patients aged from 65 to 84 years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 15% (2011 census). National data indicates the area is one of low deprivation.

The Out of Hours service is provided by Herts Urgent Care and can be accessed via the NHS 111 service.