

# Longshore Surgeries

## Inspection report

Field Lane, Kessingland  
Lowestoft  
Suffolk  
NR33 7QA  
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[www.longshoresurgeries.co.uk](http://www.longshoresurgeries.co.uk)

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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 

# Overall summary

We undertook an inspection of this service on 17 December 2019 following our annual review of the information available to us. This inspection was to follow up on the breach of regulation identified at our previous inspection in November 2018 and we looked at the safe key question only.

Our judgement of the quality of care at this service is based 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.**

At this inspection we found that the provider was providing safe services because:

- The service had completed a health and safety risk assessment and had completed actions identified.
- The service had completed identified actions from the legionella risk assessment and regularly tested water temperatures.
- Staff induction records had been updated and improved. We reviewed a record from a newly employed staff member and saw this was role specific.

- Prescribing rates were in line with local and national averages.
- Equipment had been appropriately calibrated and tested for electrical safety.

In addition, we found that:

- The practice had recently changed clinical systems and were in the process of sending further letters to patients with learning disabilities to invite them for a review. The provider had identified that 16 patients with a learning disability had not had a review out of 17 patients. This was due to ensuring the coding of patients was correct to make sure all patients received the correct care. They were confident these would be completed by April 2020.

The area where the practice **should** make improvements:

- Continue to improve the uptake of health checks for people with a learning disability.

## **Details of our findings and the evidence supporting our ratings are set out in the evidence table.**

**Dr Rosie Benneyworth** BS BM BMedSci MRCGPChief  
Inspector of General Practice

## Our inspection team

The inspection was carried out by a CQC inspector.

## Background to Longshore Surgeries

- The name of the registered provider is Longshore Surgeries.
- The practice is registered to provide diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice holds a General Medical Service (GMS) contract with the local Clinical Commissioning Group (CCG).
- The practice area covers Kessingland, Wrentham, Wangford and the surrounding villages.
- The practice offers health care services to approximately 6,411 patients.
- The practice website is <http://www.longshoresurgeries.co.uk>.
- There are five GP Partners at the practice (four male and one female). The practice clinical team also includes three nurses. The practice manager is supported by a team of 15 administration, secretarial, information technology and reception staff. The Dispensary Manager manages a team of four dispensers and one dispensing trainee.
- The practice is a dispensing practice for patients that live more than one mile (1.6 kilometres) from their nearest pharmacy. There was a dispensary at both branch surgeries at Wrentham and Wangford.
- The main practice at Kessingland is open between 8.30am and 6.30pm Monday to Friday. The Wrentham site is open between 8.30am to 1pm Monday to Friday and from 3pm to 6.30pm Monday, Wednesday and Friday. The Wangford site is open between 8.30am to 1pm Monday, Tuesday, Thursday and Friday and from 3pm to 6.30pm Monday, Tuesday and Thursday. Between 8am to 8.30am, Integrated Care (IC) 24 takes phone calls and contacts the on-call GP at the practice if necessary. We did not visit the Kessingland and Wangford Surgery as part of this inspection.
- Longshore Surgeries is a training practice and at the time of the inspection had two GP Registrars. GP Registrars are qualified doctors who are undertaking further training to become a GP. The surgery is also a teaching practice for medical students who are training to become doctors. The practice had a second year medical student with them at the time of inspection.
- Out-of-hours GP services are provided by Integrated Care 24, via the NHS111 service.
- The practice was highest in the Clinical Commissioning Group (CCG) for the prevalence of six long term conditions and in the top five practices for the prevalence of a further seven long term conditions.
- The practice has a significantly larger number of patients aged 65 and over compared to the national average. Income deprivation affecting children is above the England average and below the England average for older people. Male life expectancy is 80 years for men, which is above the England average at 79 years. Female life expectancy is 84 years for women, which is above the England average of 83 years.