

# Chatham Street Surgery

## Inspection report

The Surgery  
121 Chatham Street  
Reading  
Berkshire  
RG1 7JE  
Tel: 0118 950 5121  
[www.chathamstreetsurgery.co.uk](http://www.chathamstreetsurgery.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

Requires improvement



Are services safe?

Good



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



# Overall summary

We carried out an announced comprehensive inspection at Chatham Street Surgery on 27 February 2019 as part of our inspection programme.

At the last inspection in February 2017 we rated the practice as Good overall.

At this inspection we found the practice had not sustained the improvements we found at our last inspection. It is now rated as requires improvement in provision of both effective and well led services. Consequently, the practice is now rated as requires improvement overall.

We rated the practice as requires improvement for providing effective services because:

- There was limited monitoring of the outcomes of care and treatment.
- Some performance data was significantly below local and national averages.
- The practice could not demonstrate how they intended to improve uptake of childhood immunisations and cancer screening.

We rated the practice as requires improvement for providing well-led services because:

- The overall governance arrangements were operated inconsistently.
- The practice did not have clear and effective processes for managing risks, issues and performance.

We rated the practice as **good** for providing safe, caring and responsive services because:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

The area where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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

**Dr Rosie Benneyworth BS BM 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>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

The inspection team comprised a Lead CQC Inspector, a CQC GP specialist advisor and a second CQC Inspector. The team was accompanied by GP specialist advisor on induction in an observer role.

## Background to Chatham Street Surgery

Chatham Street Surgery is located in a purpose built health centre and is situated in the heart of Reading town centre. There are approximately 6,800 registered patients. Chatham Street Surgery is a practice within the Berkshire West Clinical Commissioning Group (CCG). (A CCG is a group of general practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services).

The practice has a mixed patient population. Patients registered at the practice are from many different ethnic backgrounds with no specific background being prominent due to the variety of cultures in Reading. There are a large proportion of the patients who speak English as a second language. The practice also provides care to asylum seekers, homeless people and refugees.

The practice population has a higher than national average patient group aged between 25-34, with a number of patients being working professionals. However, ten percent of the practice population has a working status of unemployed compared to the national average of 6.2%. National data shows the practice ranked five in a scale of one to ten for economic deprivation (with 10 least deprived and one most deprived). People living in more deprived areas tend to have greater need for

health services. The practice also has a transient patient population with patients often outside of the country for long periods. This has an impact on screening and recall programmes.

There are 5 GPs (3 male and 2 female) at the practice comprising of three partners and two long term locum GPs. Two of the partners are full time and the remaining is part time at the practice. The GP sessions held at the practice equate to 3.75 whole time GPs. The all-female nursing team consists of two practice nurses and two phlebotomists with a mix of skills and experience. The practice management function is shared with a practice from the Midlands and comprises a team of three. The management team are supported by nine administrative staff who undertake the day to day management and running of the practice.

The practice has a General Medical Services (GMS) contract.

During the last four years the practice has undergone a significant amount of change. This has involved changes in partners. The appointment of a third partner in early 2017 has stabilised both the clinical and management structure at the practice.

The practice is open between 8.00am and 6.30pm Monday to Friday. Appointments are offered from 8.30am to 12.50pm every morning and afternoon clinics commenced at 12pm with the last appointment at 5.30pm daily. Extended hours appointments are offered on a Monday at the practice and at other GP surgeries in the local area from Tuesday to Sunday as part of federated arrangements.

The practice has opted out of providing out of hours services to their patients. Out of hours services are provided by Westcall. The out of hours service is accessed

by calling NHS 111. There are arrangements in place for services to be provided when the surgery is closed and these are displayed at the practice and in the practice information leaflet.

All services are provided from 121 Chatham Street, Reading, Berkshire, RG1 7JE and the regulated activities for which the practice is registered are: Treatment of disease disorder and injury, Maternity and midwifery services, Diagnostic and screening procedures, Family planning and Surgical procedures.

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	Regulation 17 HSCA (RA) Regulations 2014 Good governance  How the regulation was not being met.The systems and processes that enabled the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk were operated inconsistently.Specifically:Recall systems for calling patients in for monitoring of their care were not always operated effectively.The risks to patients with long term conditions not receiving follow up and monitoring had not been fully assessed.The systems to follow up children who had missed immunisation and adults who had not attended for cancer screening were not operated effectively.