

# Chawton House Surgery

## Inspection report

St Thomas' Street  
Lymington  
Hampshire  
SO41 9ND

Date of inspection visit: 21 March 2019  
Date of publication: 15/05/2019

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

<b>Overall rating for this location</b>	<b>Good</b>	
Are services safe?	<b>Good</b>	
Are services effective?	<b>Good</b>	
Are services caring?	<b>Good</b>	
Are services responsive?	<b>Good</b>	
Are services well-led?	<b>Good</b>	

# Overall summary

We carried out an announced comprehensive inspection at Chawton House Surgery on 21 March 2019 as part of our inspection programme.

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.**

We found that:

- The practice had a comprehensive programme of undertaking audits which drove improvement throughout the practice.
- The practice's website was user-friendly and provided patients with appropriate information and links to additional support to encourage a proactive approach to patients monitoring their own health needs.
- The practice had introduced live task groups to its electronic record-keeping system to monitor those patients thought to be vulnerable or at risk. This allowed for timely documentation following multi-disciplinary team meetings and improved monitoring of those patients.
- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. Patient feedback was consistently positive.
- The practice organised and delivered services to meet patients' needs. 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.

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

- Review the content of its safeguarding policies to reflect the safety of its online services.
- Improve arrangements for an active patient participation group.
- Continue to monitor the uptake rates for childhood immunisations and cervical screening to remain in line with national targets.
- Continue to monitor and address any outliers in relation to Quality and Outcome Framework performance data, especially exception reporting.

**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>Good</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>Good</b> 

## Our inspection team

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

## Background to Chawton House Surgery

Chawton House Surgery is located at St Thomas' Street, Lymington, Hampshire, SO41 9ND. The surgery has good transport links and there is a pharmacy located next door to the surgery.

The provider is registered with CQC to deliver the Regulated Activities:

- Diagnostic and screening procedures,
- Family planning,
- Maternity and midwifery services,
- Surgical procedures,
- Treatment of disease, disorder or injury.

Chawton House Surgery is situated within the West Hampshire Clinical Commissioning Group (CCG) and provides services to approximately 6,900 patients.

The provider is a partnership of GPs which registered with the CQC in 2013. The practice consists of five GP partners, two practice nurses and two health care assistants. An additional practice nurse has just been recruited to the practice. Alongside the clinical team, a practice manager is supported by a patient services manager, an

administration manager and IT manager who lead a team of receptionists, administrators and medical secretaries. The practice is a GP training practice and, at the time of inspection, had two GP Registrars attached to the practice. Extended hours services for patients to access GP services outside core hours is provided from an external stakeholder from a local hospital. Out of hours services are accessed by calling NHS111.

There is a higher than average number of patients over the age of 65 years, and fewer patients aged under 18 years than the national average. The National General Practice Profile states that 98% of the practice population is from a White background. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 87 years compared to the national average of 83 years.