

Dr RM Roope and Partners

Inspection report

The Whiteley Surgery
Yew Tree Drive, Whiteley
Fareham
Hampshire
PO15 7LB
Tel: 01489881982
www.whiteleysurgery.co.uk

Date of inspection visit: 12 February 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 effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

At our inspection on 8 January 2019 we rated the practice as good for providing Effective, Caring, Responsive and Well Led services. However we rated Safe as Requires Improvement. We carried out an announced focussed follow up inspection on 12 February 2020 to inspect Safe.

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 at our last inspection. We rated Safe as Good for this inspection. Ratings for the Effective, Caring, Responsive and Well-led questions and for all population groups have been carried forward.

The practice remains rated as Good overall.

We rated the practice as **Good** for providing Safe services because:

- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- Appropriate standards of cleanliness and hygiene were met.
- There were adequate systems to assess, monitor and manage risks to patient safety.

The areas where the provider **should** make improvements are:

- Maintain staff vaccination records in line with Public Health England guidance.
- Continue to plan significant event meetings to incorporate all staff groups to facilitate shared learning.

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

Dr Rosie Benneyworth BM BS BMedSci MRCPGPChief Inspector of General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Dr RM Roope and Partners

Dr R M Roope and Partners is located at The Whiteley Surgery, Yew Tree Drive, Whiteley, PO15 7LB. It was previously a branch of Locks Road Surgery which closed in 1991 leaving The Whiteley Surgery as the main location.

The practice provides services under a general medical services contract. The practice has approximately 13,000 registered patients with a slightly higher than average working age and children and young families population and its patients are predominantly from a white British background. The practice is part of the NHS Fareham and Gosport Clinical Commissioning Group.

In 2017, a collaboration was formed between The Whiteley Surgery and two other local practices in order to improve services to patients – separating acute care from long term condition care. The collaboration was called Sovereign Primary Health Care. This provided a same day access service at Fareham Community Hospital, which was supported by staff from all three practices.

The practice had access to an acute visiting service which was run on behalf of all 10 Fareham GP practices.

The practice is registered with the Care Quality Commission to carry out the following regulated activities:

- diagnostic and screening procedures
- surgical procedures
- family planning
- maternity and midwifery services
- treatment of disease, disorder or injury.

The practice's clinical team consists of five partners and three salaried GPs with a whole time equivalent of 4.46, three advanced nurse practitioners, three practice nurses, and three health care assistants. The administration team is led by a practice manager and consists of an assistant practice manager, two information technology (IT) managers, a reception manager, three administrators, three medical secretaries and 11 receptionists.

The practice has opted out of providing an out-of-hours service. Information was available on the practice's website to advise patients that an expanded hours service was available on Saturday mornings at a nearby practice. If patients required care and treatment outside normal hours they were advised to call NHS 111.