

# Easthampstead Surgery

## Inspection report

23 Rectory Lane  
Easthampstead  
Bracknell  
Berkshire  
RG12 7BB  
Tel: 01344 457535  
[www.easthampsteadsurgery.co.uk](http://www.easthampsteadsurgery.co.uk)

Date of inspection visit: 6 March 2019  
Date of publication: 26/04/2019

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

### 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?

Requires improvement 

# Overall summary

We carried out an announced comprehensive inspection at Easthampstead Surgery on 6 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 the practice to be good for providing Safe, Effective, Caring and Responsive services. However, we found some governance concerns and have rated the provision of Well led services as requires improvement.

On our inspection, we found that:

- 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.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

However, we rated the practice as **requires improvement** for providing well-led services because:

- Governance arrangements were inconsistent for monitoring of staff training, oversight of recruitment documentation and processes, monitoring of patients being recalled for medication reviews and reducing risk through the undertaking of fire drills.

The areas 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).

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

- Review safeguarding training for all staff to take into account guidance published in January 2019.
- Review recall processes to improve uptake for cervical screening.
- Review how minor complaints and patient feedback is captured to add to a review of themes and trends.

**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 and a second CQC inspector.

## Background to Easthampstead Surgery

Easthampstead Surgery is a GP practice located in a converted residential dwelling in Bracknell, Berkshire. It is one of the practices within the Bracknell and Ascot federation of GP services and also a practice within East Berkshire Clinical Commissioning Group (CCG). The practice provides general medical services to approximately 5,350 registered patients.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

All services are provided from:

Easthampstead Surgery

23 Rectory Lane

Easthampstead

Bracknell

Berkshire

RG12 7BB

The practice has two partners (one clinical, one non-clinical). The clinical team is led by the GP partner (female) who works full time and undertakes nine clinical

sessions per week. There are two salaried GPs (one male, one female) who provide six sessions per week and two long-term locum GPs (both male) who undertake six sessions per week on a regular basis. Another long-term locum offers ad hoc sessions when required. There is also an Advanced Nurse Practitioner (a nurse with additional skills and prescribing qualification) who undertook two sessions per week.

The nursing team consists of three practice nurses (all female, providing eight sessions) and a health care assistant (female) who undertook three sessions per week.

The day-to-day operation of the practice was overseen by the non-clinical partner and an interim practice manager (working up to 20 hours per week in a consultant role). A reception manager and five reception/administration staff supported management in the daily running of the service.

The practice was open Monday to Friday from 8am until 6.30pm. The practice does not provide any extended hours. Extended hours are offered by the federation of GP practices on weekday evenings (6.30pm to 8pm) and Saturday and Sunday mornings by appointment. The practice has opted out of providing an out-of-hours service. Patients could access GP out of hours services via NHS 111.

Standard appointments are 10 minutes long, with patients being encouraged to book double slots should they have several issues to discuss. Patients who have previously registered to do so may book appointments online. The provider can carry out home visits for patients whose health condition prevents them attending the surgery.

The patient profile for the practice has an above-average working age population and children under 18, and fewer

than average older patients, aged over-65. The locality has a medium to low deprivation level, although there are areas of high deprivation within the practice boundary. 11% of the practice area population are from black and minority ethnic background.

The practice has been inspected before in April 2016, January 2017 and July 2017. The full reports for the practice can be found by searching Easthampstead Surgery and using the “all reports” tab on our website .

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	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not met...</b></p> <p><b>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance.</b></p> <p><b>In particular:</b></p> <ul style="list-style-type: none"><li>• Governance arrangements had not identified gaps in recruitment documentation.</li><li>• Recall processes were ineffective for patients requiring a review of their medications.</li><li>• The practice had not considered the risks associated with not carrying out any fire drills.</li><li>• Staff training was inconsistently monitored and there were gaps in staff training.</li></ul> <p><b>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>