

# Boneyhay Surgery

## Inspection report

11 Longfellow Road  
Boneyhay  
Burntwood  
Staffordshire  
WS7 2EY  
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[www.boneyhaysurgery.co.uk](http://www.boneyhaysurgery.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 
Are services effective?	Requires improvement 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

# Overall summary

We previously carried out an announced comprehensive inspection at Boneyhay Surgery in March 2019 as part of our inspection programme. The practice was rated as good overall but requires improvement in safe. The practice was found in breach of Regulation 12 Safe Care and Treatment; specifically, the registered person had not done all that was reasonably practicable to mitigate risks to health and safety of service users receiving care and treatment. In particular:

Effective systems were not in place for the monitoring of all high risk medicines prescribed.

Following our review of the information available to us, including information provided by the practice, we carried out an announced focused inspection at Boneyhay Surgery on 3 December 2019. We focused our inspection on the following key questions: safe; effective and well led. Due to the assurance received from our review of information, we carried forward the ratings for the following key questions: caring and responsive.

- At this inspection we found that the provider had met the requirement notice in relation to the breach of regulation 12 and had an auditable system for ensuring all patients who required high risk medicines were appropriately monitored prior to these medicines being prescribed. The practice had also sought managerial support from a larger local practice and had commenced the process to merge the two practices in 2020.

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, with requires improvement for providing an effective service. We rated the population groups as good with the exception of People with long term conditions and Families, children and young people, which have been rated as requires improvement.**

We have rated the service as requires improvement for providing an effective service because:

- people with long term conditions had not all received annual follow up care as required.
- Childhood immunisation rates were significantly below national targets.

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.

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

- Ensure care and treatment is provided in a safe way to patients.

In addition to the breach of regulations, the provider **should**:

- Improve the sharing of information about quality monitoring for example the quality outcome framework (QOF) with all clinical staff.
- Encourage all staff to use electronic reporting of incidents.
- Continue to develop the electronic alerts system.
- Develop a clear audit process which identifies when second audit required.

**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>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>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 and included a GP specialist advisor.

## Background to Boneyhay Surgery

Boneyhay Surgery is registered with the Care Quality Commission (CQC) as an individual GP practice. The practice is part of the NHS South East Staffordshire and Seisdon Peninsular Clinical Commissioning Group.

The practice holds a General Medical Services (GMS) contract. This is the most common kind of contract between NHS England and general practices for delivering general medical services.

The practice operates from Boneyhay Surgery, 11 Longfellow Road, Boneyhay, Burntwood, Staffordshire WS7 2EY.

There are approximately 2200 patients of various ages registered at the practice. The practice has a higher than average number of older patients when compared to the Clinical Commissioning Group (CCG) and national averages.

The practice provides a GP service in an area less deprived and is within the fourth least deprived decile nationally.

The practice team consists of two GP partners, one male and one female, who each work five clinical sessions per week. The GPs are supported by a part time practice nurse.

Two part time practice managers and a business partner from the practice they will merge with in May 2020 provide management support, and four reception/administrative staff support the clinical team. They also have an additional temporary receptionist in post for six months.

The practice is closed on Wednesday afternoons and alternative arrangements are in place to support patients during this time.

The practice does not provide dispensary services.

The practice is registered to provide the following regulated activities:

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

The practice offers a range of services, for example, management of long-term conditions such as diabetes, contraceptive advice, immunisations for children and travel vaccinations.

Additional information about the practice is available on their website: [www.boneyhaysurgery.co.uk](http://www.boneyhaysurgery.co.uk).

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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met:</b></p> <p>The registered person had not done all that was reasonably practicable to mitigate risks to health and safety of service users receiving care and treatment. In particular:</p> <p>Assessments of the risks to the health and safety of service users of receiving care or treatment were not being carried out. In particular:</p> <ul style="list-style-type: none"><li>• People with long term conditions had not received an annual review.</li><li>• Childhood immunisation rates were significantly below national targets.</li></ul>