

# Box Surgery

## Inspection report

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Corsham  
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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?

Requires improvement



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 Box Surgery on 10 January 2019 as part of our inspection programme. At the previous inspection on 22/06/2016 the practice was rated as good)

## **We have rated this practice as Requires Improvement overall and good for all population groups.**

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.

The key questions are rated as:

- Are services safe? – Requires Improvement
- Are services effective? – Good
- Are services caring? – Good
- Are services responsive? – Good
- Are services well-led? – Requires Improvement

We carried out an announced comprehensive inspection at Box Surgery on 10 January 2019 as part of our inspection programme.

We rated the safe, effective and well-led domains as requires improvement because:

- There was limited evidence the practice assessed, managed and where appropriate, mitigated risks to patients and staff. For example, there was no evidence the practice had considered any risks that might be inherent with their premises.
- There was no evidence that the risks which had been identified, had been shared with the partners or that appropriate action had been taken.
- There was no evidence the practice had carried out an audit of their infection prevention and control measures since October 2014.

- Shingles vaccines had been given by staff of the practice without patient specific directives being in place.
- The practice had no adequate system or process for ensuring that actions required were monitored or completed in a timely way. There was no evidence that actions which had been agreed were monitored by the partners.

At this inspection we also found:

- In the past 12 months there had been a change in the leadership in the practice which was part of a long-term succession plan.
- In October 2018 the practice suffered a severe flood which tested their resilience and emergency plan. The subsequent renovations had been completed shortly before our inspection.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Feedback from patients indicated a high level of satisfaction. For example, 100% of patients who responded in the most recent national GP survey said they had confidence and trust in the last healthcare professional they saw or spoke.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.

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

- The provider must ensure care and treatment is provided in a safe way to patients
- The provider must ensure they have systems or processes established and operated effectively to ensure compliance with their policies and procedures and any regulations which apply.

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## 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 and included a GP specialist advisor.

## Background to Box Surgery

Box Surgery is a GP practice based in the village of Box in Wiltshire. It is one of 47 practices within the Wiltshire Clinical Commissioning Group (CCG) area and has around 7,000 patients. The practice is one of six in the locality of Chippenham, Corsham and Box. The practice has a branch surgery in the nearby village of Colerne. We did not visit the branch surgery as part of this inspection.

The practice is registered to provide the following regulated activities:

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

The practice occupies a purpose-built single-storey building. There are five consulting rooms, one treatment room and a phlebotomy room. There are toilets suitable for patients with a disability and a self check-in screen. In October 2018 the practice suffered a flood which had required them to take emergency measures to continue essential services while renovation work was carried out. This renovation work was completed shortly before our inspection.

The practice provides a number of services and clinics for its patients, including childhood immunisations, family planning, minor surgery, and a range of health lifestyle

management and advice services, including asthma management, diabetes, heart disease and high blood pressure management. The practice delivers some services in partnership with other GP practices in Wiltshire.

Data available shows a measure of deprivation in the local area recorded a score of 10, on a scale of 1-10, where a higher score indicates a less deprived area. (Note that the circumstances and lifestyles of the people living in an area affect its deprivation score. Not everyone living in a deprived area is deprived and not all deprived people live in deprived areas). The area the practice serves is urban and rural, and has relatively low numbers of patients from different cultural backgrounds. 98% of the practice population describes itself as white British. Average male and female life expectancy for patients at the practice is 83 years and 85 years respectively, which is similar to the Wiltshire average and in line with the national average of 79 and 83 years respectively.

There are three GP partners and five salaried GPs making a full-time equivalent of five and a half GPs. Five are female and three are male. In the past 12 months two senior GPs had retired. This was part of a long-term succession plan. At the time of our inspection one GP was on sabbatical. There are four Practice Nurses, a Triage

Practitioner, two health care assistants and a phlebotomist (who take blood samples). These clinical staff are supported by a team of 13 people lead by the practice manager.

Box surgery is a teaching practice and at the time of our inspection they had one registrar on placement with them.

The practice is open from 8am to 6.30pm, Monday to Friday. Appointments with a GP are 8.30am to 12.20pm and 2pm to 6.30pm, Monday to Friday. The practice worked in partnership with other local practices to provide additional access to GP appointments on weekday evenings up to 8pm and at weekends.

The practice has opted out of providing a full Out of Hours service to its own patients. Patients can access an Out of Hours GP service by calling NHS 111. Information about how to contact the out of hours service was available in the waiting area and on the practice website.

The practice has a General Medical Services (GMS) contract to deliver health care services. A GMS contract is the standard General Medical Services contract used for the provision of GP services.

The practice provides services from the following sites:

- Box Surgery, London Road, Box, Corsham, Wiltshire, SN13 8NA
- The Firs Surgery, 3 Cleaves Avenue, Colerne, Chippenham, SN14 8BX

The practice has a website containing further information. It can be found here:

- [www.boxsurgery.nhs.uk](http://www.boxsurgery.nhs.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>The provider did not adequately assess the risks to the health and safety of service users of receiving the care or treatment and do all that is reasonably practicable to mitigate any such risks. Specifically:</b></p> <ul style="list-style-type: none"><li>• There was little evidence the practice had considered any risks that might be inherent with their premises such as the potential for injury caused by trips and falls or the risk of Legionella, and there was no evidence the practice had taken action to mitigate such risks.</li><li>• There was no evidenced the practice had carried out an audit or review of their infection prevention and control measures since October 2014.</li><li>• There was no evidence the practice had assessed the risks to staff, such as the risks associated with the use of monitor screens and keyboards.</li><li>• There was no evidence the practice had confirmed the identify of a GP or had a copy of a photo ID for this staff member on file.</li><li>• There was only one reference on file for a nurse. A DBS check had been requested five months ago, but was not on file and there was no evidence the practice had chased this up or carried out a risk assessment for this nurse.</li><li>• Not all non-clinical staff had a risk assessment or DBS check in their records.</li></ul>

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 being met:</b></p> <p><b>The provider did not have adequate systems or processes established and operated effectively to assess,</b></p>

## Requirement notices

monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk which arise from the carrying on of the regulated activity. Specifically,

- The governance systems had not identified the lack of adequate systems for assessing, managing and mitigating risks.
- The governance systems had not prevented staff giving shingles vaccinations without adequate authorisation.

**The provider did not maintain such records as are necessary to be kept in relation to the management of the regulated activities. Specifically,**

- There were no clear or effective system for recording and managing actions which had been identified.
- The records kept of governance meetings did not adequately record, the people attending the meeting, the issues discussed or the decisions agreed.
- The records were not checked to ensure their accuracy.