

Mevagissey Surgery

Inspection report

River Street
Mevagissey
St. Austell
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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.

Overall summary

In light of the current Covid-19 pandemic, CQC has looked at ways to fulfil our regulatory obligations, respond to risk and reduce the burden placed on practices by minimising the time inspection teams spend on site.

In order to seek assurances around potential risks to patients, we are currently piloting a process of remote working as far as practicable. This practice consented to take part in this pilot and the evidence in the report was gathered without entering the practice premises. The assessment did not include an on-site inspection and therefore ratings from our previous inspection have not been reviewed.

Background

- We carried out an unannounced responsive comprehensive inspection at Mevagissey Surgery on 12 and 13 February 2020 following information received from stakeholders and a review of the information available to us.
- The practice was rated as inadequate overall and was placed into special measures. The practice was rated inadequate for the provision of safe, effective and well-led services, and for all population groups. The practice was rated as good for providing caring services and requires improvement for the provision of responsive services.
- We issued the provider with requirement notices for breaches of Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, related to safeguarding service users from abuse and improper treatment; staffing; and fit and proper persons employed.
- We also issued the provider with warning notices for breaches of Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, related to safe care and treatment and good governance.
- Following the inspection, we issued the provider with a notice of decision to place conditions on their registration. Due to the risks associated with the outbreak of the Covid-19 pandemic we were not able to undertake our planned focused inspection to follow up on the warning notices issued from the February 2020 inspection. Instead, we have continued to monitor the provider's progress against their action plan which included regular meetings and/or communication with

the provider and fortnightly meetings with Kernow Clinical Commissioning Group, as well as reviewing and responding to information received from patients and staff employed at the practice.

- Through our ongoing monitoring we did not gain the assurances required around progress against the action plan that the provider had submitted in order to ensure patient safety and as such we issued a notice of decision to apply further conditions to their registration on 9 June 2020.

Information submitted to CQC on 20 July, in accordance with a condition of the notice of decision issued 9 June 2020, did not provide assurances that the condition had been met.

To gain further assurances we undertook a remote regulatory assessment on 10 and 11 August 2020. During the assessment we reviewed Mevagissey Surgery's clinical records system which included the practice's task management system and a sample of patient's electronic records.

We found that:

- There continued to be significant delays in the completion of the full review of patients with long-term conditions.
- Staffing levels were not sufficient to meet the daily and long-term needs of patients registered at Mevagissey Surgery and the branch surgery of Gorran Haven.
- There was a significant delay in the completion of daily tasks, resulting in delays in care and treatment of up to eight weeks, exposing them to the risk of harm.

Following the assessment undertaken on 10 and 11 August 2020, we issued the provider with a notice of decision to apply additional conditions to the registration. Those conditions were regarding the timely review and monitoring of patients with long-term conditions; the timely processing of daily task management, and sufficient staffing levels to meet the daily and long-term needs of patients registers at the practice.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our assessment team

Our assessment team was led by a CQC lead inspector. The team included a GP specialist advisor, and a second CQC inspector.

Background to Mevagissey Surgery

Mevagissey Surgery is located at River Street, Mevagissey St Austell PL26 6UE. There is a dispensary at the location, Mevagissey Surgery.

There is also a branch located at Gorran Haven, Old Lime Kiln, Gorran Haven, St Austell, PL26 6JG.

We have previously visited the location and branch site at our February 2020 inspection. Due to the current COVID-19 pandemic we did not visit either premises instead undertaking our assessment via remote access.

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.

Mevagissey Surgery is situated within the Kernow Clinical Commissioning Group (CCG) and provides services to approximately 5,270 pts patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider, Veor Surgery, who are formed of two partners (one of whom is a GP and the other is a managing partner) took over the practice in August 2019.

There was a salaried GP, a pharmacist who worked at the practice two days per week, two paramedics with extended skills, dispensers, a nurse, an assistant practitioner and a phlebotomist. The practice also employed a centre manager and five administrators. Resilience support was in place from Kernow Clinical Commissioning Group in the form of a project manager, practice manager, nurse and GP. There were two further GPs employed on a locum basis to provide additional clinical support.

Mevagissey Surgery was open from 8.30am until 1.15pm and then from 2pm until 5.30pm. Appointments were available at the branch on Monday and Thursday mornings. Outside of these times patients are directed to contact the out-of-hours service by using the NHS 111 number.

Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents a higher level of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.