

# Mevagissey Surgery

## Inspection report

River Street  
Mevagissey  
St. Austell  
PL26 6UE  
Tel: 0172675555  
[www.staustellhealthcare.co.uk](http://www.staustellhealthcare.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?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Mevagissey Surgery on 7 and 12 April 2022. Overall, the practice is rated as Good

The key questions have been rated as;

Safe - Good

Effective - Good

Caring - Good

Responsive -Good

Well-led - Good

This is the first time we have inspected this practice under the current registered provider.

It was inspected under a different registered provider in February and August 2020 and was rated as Inadequate overall and placed in Special Measures.

The full reports for previous inspections can be found by selecting the 'all reports' link for Mevagissey Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection to check how the practice was meeting essential standards and to inspect and rate it following the new registration with the Care Quality Commission.

As this was an inspection of a new registration, we inspected all five key questions. These are; is the practice safe, effective, caring, responsive and well-led?

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

# Overall summary

- A short site visit

## Our findings

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.

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- Services were tailored to meet the needs of individual people and were delivered in a way to ensure flexibility, choice and continuity of care.
- There was a proactive approach to understanding the needs of different groups of people and to deliver care in a way that met these needs and promoted equality.
- There was a truly holistic approach to assessing, planning and delivering care and treatment to people who use services.
- Staff, teams and services are committed to working collaboratively and have found innovative and efficient ways to deliver more joined-up care to people who use services.
- Staff were consistent in supporting people to live healthier lives, including identifying those who need extra support, through a targeted and proactive approach to health promotion and prevention of ill-health, and they use every contact with people to do so
- The leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care.
- The strategy and supporting objectives and plans were, challenging and innovative, while remaining achievable. Strategies and plans were fully aligned with plans in the wider health economy, and there was a demonstrated commitment to system-wide collaboration and leadership.
- Leaders had an inspiring shared purpose and strove to deliver and motivate staff to succeed.
- There were consistently high levels of constructive engagement with staff and people who used services.

Whilst we found no breaches of regulations, the provider **should**:

- Review and monitor cervical screening uptake rates and continue to encourage eligible women to attend for screening.

## 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

## Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Mevagissey Surgery

Mevagissey Surgery is in Mevagissey at:

River Street

Mevagissey

St. Austell

PL26 6UE

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 4,980 patients under the terms of an Alternative Provider Medical Services (APMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is The St Austell Health Care Group located in St. Austell.

There were three GP partners, from St Austell Health Care Group, and two salaried GPs who provided clinical cover at the practice to ensure continuity. They were supported by a pharmacist, two nurses, and a health care assistant. The practice also employed administrative and reception staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment between 8.30am and 5.30pm Monday to Friday. Patients could also access appointments at the Carlyon Road Hub in St Austell between 8am and 8pm Monday to Friday and Saturday mornings.

Outside of these times patients are directed to contact the out-of-hours service by using the NHS 111 Number.