

John Pounds Surgery

Inspection report

3 Aylward Street
Portsmouth
Hampshire
PO1 3DU
Tel: 02392812033
www.johnpoundssurgery.nhs.uk

Date of inspection visit: 05/11/2019
Date of publication: 30/12/2019

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 previously carried out an announced comprehensive inspection at John Pounds Surgery on 10 October 2018 as part of our inspection programme. The practice was rated as requires improvement for effective and well-led, and for three population groups; people with long term conditions, families, children and young people and working age people. This meant the practice was rated requires improvement overall. We issued a requirement notice for Regulation 17: Good governance.

This inspection on 5 November 2019 was an announced comprehensive inspection to follow up on the breach of regulation and as part of our inspection schedule where services rated as requires improvement are subject to re-inspection within 12 months.

This inspection looked at the following key questions:

- Are services safe?
- Are services effective?
- Are services caring?
- Are services responsive?
- Are services well-led?

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** but we have continued to rate the practice as **requires improvement** for providing well-led services.

We rated the practice as **requires improvement** for providing well-led services because:

- Governance systems had not identified where there were gaps in assurance or areas for improvement.
- Systems to promote learning from complaints and significant events were not embedded.

We rated the practice as **good** for providing safe, effective, caring and responsive services because:

- The practice had systems, practices and processes to manage risks, manage medicines and to keep people safe from abuse.
- Patient needs were assessed and their care and treatment was based on evidence-based guidance.
- 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:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Make complaint information for patients more readily available and include information relating to the Parliamentary Health Service Ombudsman.
- Continue to monitor patient outcome indicators, including cervical screening uptake and exception reporting.
- The outcome column in the safety alert spreadsheet did not include a summary of the specific actions taken against each alert which would provide a clear audit trail.

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

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

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

Background to John Pounds Surgery

John Pounds Surgery is located at 3 Aylward Street, Portsmouth, Hampshire PO1 3DU, in the docklands area of Portsmouth. It provides personal medical services to approximately 4,300 patients. The practice's registered provider is Lake Road Practice.

John Pounds Surgery holds an Alternative Provider Medical Services contract and its services are commissioned by Portsmouth Clinical Commissioning Group. The practice is registered to provide the following regulated activities; treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and diagnostic and screening procedures.

The practice population is in the third most deprived decile for deprivation, in a score of one to ten. Its population has a higher proportion of unemployed than the national or local average, and a slightly lower life expectancy.

The practice list is managed by two GP partners, one non-clinical managing partner/practice manager, one salaried GP and a team of practice nurses, healthcare assistants, receptionists, managers and administration staff. The provider has another location nearby, and most staff, including all clinicians, work across both sites.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are available between 8.30am and 6pm. Extended hours appointments are offered by this practice on Saturday mornings at the provider's other location.

More information in relation to the practice can be found on their website:

www.johnpoundssurgery.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 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• Policies and procedures did not consistently reflect legislation and guidance and include procedural detail.• The business tracker did not highlight risks and priorities.• The systems to promote learning from complaints and significant events were not embedded to ensure all opportunities for learning were captured and used effectively. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>