

# The Marine and Oakridge Partnership

## Inspection report

Marine Surgery  
29 Belle Vue Road, Southbourne  
Bournemouth  
Dorset  
BH6 3DB  
Tel: 01202425588  
[www.marineandoakridge.nhs.uk](http://www.marineandoakridge.nhs.uk)

Date of inspection visit: 2 October 2019  
Date of publication: 17/12/2019

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?

Good 

# Overall summary

We carried out an announced focused inspection at The Marine and Oakridge Partnership on 2 October 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective and Well led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive.

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.**

We found that:

- 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.
- There was strong leadership and the management structure had been refined and improved to provide clear lines of support and reporting.
- Staff had clear roles and responsibilities.
- The culture was one of openness and transparency.
- Governance and quality assurance systems ensured that a safe and effective service was provided to meet patient needs.
- The practice welcomed feedback from patients, staff and external partners and acted on concerns when needed.
- The practice worked with other GP practices, the clinical commissioning group and voluntary organisations to meet the needs of its patients.

**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>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.  
The team included a GP specialist advisor.

## Background to The Marine and Oakridge Partnership

The Marine and Oakridge Partnership is located at:

Marine Surgery

29 Belle Vue Road,

Southbourne

Bournemouth

Dorset

BH6 3DB.

With a branch site situated at:

Oakridge Surgery

1206 Christchurch Road

Boscombe East

Bournemouth

BH7 6DY

Tel: 01202 425588

The provider is registered with CQC to deliver the Regulated Activities:

Diagnostic and screening procedures

Maternity and midwifery services

Family planning

Surgical procedures

Treatment of disease, disorder or injury

These are delivered from both sites.

The practice has an NHS general medical services contract to provide health services to approximately 9,145 patients. The mix of patient's gender (male/female) is almost half and half. The practice has a higher number of patients aged over 65 years old (25.4%) when compared to the England average (16.7%). The practice has a high number of patients who have a long term condition and a low number of patients who are unemployed when compared to the

England average and is situated in an area of low deprivation.

The practice is open Monday to Friday from 8.30am to 6.30pm. Telephone lines are open from 8.30am to 6pm, with cover being provided by the NHS 111 service for 8am to 8.30am and 6pm to 6.30pm. Clinics are held daily between the hours of 8.30am and 5.30pm from Monday to Friday.

The practice has six GP partners. In total there is three male and three female GPs. The practice also has three practice nurses and one health care assistant. In total 37 clinical sessions per week are provided.

The Marine and Oakridge Partnership is part of a primary care network (PCN) known as South Coast Medical, all back-office functions are centralised and managed by another of the provider's GP practices for the PCN.

The practice has opted out of providing out-of-hours services to its patients and refers them to out of hours GPs via the NHS 111 service.