

The Mockett's Wood Surgery

Inspection report

Hopeville Avenue
St Peter's
Broadstairs
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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 well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection of The Mockett's Wood Surgery on 23 July 2019. The overall rating for this inspection was Inadequate and the practice was placed in special measures.

We carried out an announced comprehensive inspection of The Mockett's Wood Surgery on 16 and 19 November 2020. The purpose of the inspection was to follow up on areas previously identified as requiring improvement during the inspection conducted on 23 July 2019. We found that the practice had made significant improvements and was rated as Good overall.

The full versions of the reports for the July 2019 and November 2020 inspections can be found by selecting the 'all reports' link for The Mockett's Wood Surgery on our website at www.cqc.org.uk

We carried out an announced inspection at Mockett's Wood Surgery between 20 – 24 May 2022.

We conducted remote clinical searches on the practice's computer system on 20 May 2022 and conducted an onsite inspection of the practice on 24 May 2022, under Section 60 of the Health and Social Care Act 2008, as part of our regulatory functions.

Why we carried out this inspection

The inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

This was a comprehensive inspection to look at:

- the key questions of safe, effective and well-led
- whether compliance had been maintained following previous inspections which had previously placed this provider into special measures.

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,
- A short site visit.

Our findings

Overall summary

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 key questions at this inspection are rated as:

Safe - Good

Effective - Good

Well-led - Good

We found that:

- Patients received effective care and treatment that met their needs.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Staff had the skills, knowledge and experience to carry out their roles.
- Systems for managing safety alerts were effective.
- The practice learned and made improvements when things went wrong.
- The practice continued to routinely audit and monitor prescription of antibacterial items, had taken advice from the clinical commissioning group (CCG) medicines team and continued to provide patient and clinician education on this subject.

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

- Consider revising practice systems so that they always alert staff to family and other household members of children on the risk register.
- Continue to manage infection prevention and control risks to patients, staff and visitors.
- Continue to monitor prescription of items prescribed for uncomplicated urinary tract infection, and the prescription of hypnotics.
- Continue to monitor the uptake of childhood immunisations

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 who spoke with staff using video conferencing facilities and along with a second CQC inspector, 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 The Mockett's Wood Surgery

The Mockett's Wood Surgery is located at Hopeville Avenue, St Peters, Broadstairs, Kent, CT10 2TR.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Kent and Medway Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 9,142. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices: Margate Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the seventh decile (seven of ten). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 96.1% White, 1.8 Asian, 1.3% Mixed, 0.5% Black, and 0.2% Other.

The percentage of patients aged over 65 years is higher than local and national averages. The percentage of patients aged 18-64 is lower than the local and national averages. The percentage of patients aged under 18 closely mirrors the local and national averages.

The practice consists of two GP partners (one male and one female) and one salaried GP (male), a practice manager, two practice nurses (female), two healthcare assistants (female), a clinical pharmacist, a social care co-ordinator and an operations manager. The practice also employs locum GPs. The GPs are supported at the practice by a team of reception and administration staff.

Extended access is provided locally by the PCN where late evening and weekend appointments are available. Out of hours services are provided by NHS 111 and Integrated Care 24 (IC24). NHS111 and IC24 deal with urgent care problems when GP surgeries are closed.