

Merchiston Surgery

Inspection report

Highworth Road
Swindon
SN3 4BF
Tel: 01793823307

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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

Inspected but not rated



Are services safe?

Requires Improvement



Are services effective?

Requires Improvement



Are services caring?

Good



Are services responsive to people's needs?

Requires Improvement



Are services well-led?

Requires Improvement



Overall summary

We carried out an announced focused inspection at Merchiston Surgery between 10th and 12th October 2022 to follow up on the warning notice issued to the provider following our inspection in June 2022 in regard to a breach of Regulation 12; safe care and treatment.

This inspection was not rated therefore ratings following our last inspection in June 2022 remain the same;

Safe - Requires Improvement

Effective – Requires Improvement

Caring - Good

Responsive – Requires Improvement

Well-led – Requires Improvement

Following our previous inspection on 15 June 2022, the practice was rated Requires Improvement overall.

We also issued the provider with requirement notices for breaches of Regulations 17 and 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, related to good governance and staffing.

The full reports for previous inspections can be found by selecting the 'all reports' link for Merchiston Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook a remote regulatory assessment to monitor the providers progress against their action plan to confirm that the practice had met the legal requirements in relation to the warning notice served at our previous inspection in June 2022.

How we carried out the inspection

This remote desk-based review included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.

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

Overall summary

- information from the provider, patients, the public and other organisations.

We found that:

- The practice had made improvements to how it provided care. However, the practice had not ensured that all patients prescribed high risk medicines received appropriate monitoring in line with national guidelines.
- Patients with long-term conditions did not always receive effective care and treatment which met their needs, despite improvements made in this area.
- Patients summarising records were kept up to date.

We found breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to all patients.

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

We will continue to monitor the providers action plan in regard to the regulatory notice and will report on progress when we next inspect and rate the service.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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 Merchiston Surgery

Merchiston Surgery is situated in a residential area of Stratton St Margaret, Swindon, Wiltshire. The practice had approximately 14,000 registered patients. This included patients from the outlying villages of Shrivenham, Highworth and Wanborough. The practice provides care and support to patients living in three nursing homes in the area. Based on information from NHS England, this shows that the practice has a larger average population of older people.

The practice is located in purpose built premises with the main patient areas situated on the ground floor. The practice has six consulting rooms and two treatment rooms. The practice delivers a General Medical Services (GMS) contract. This is part of a contract held with NHS England. The provider, Wyvern Health Partnership, is also registered with the Care Quality Commission to provide services at four other GP practice locations, together the five practices formed a Primary Care Network (PCN) within Swindon Clinical Commissioning Group.

The services provided at Merchiston Surgery are delivered from one location:

Merchiston Surgery
Highworth Road
Stratton St Margaret
Swindon
Wiltshire
SN3 4BF

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

Information published by Public Health England shows that deprivation within the practice population group is in the third highest decile (eight out of 10). The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 94.9% White, 2.9% Asian, 1.2% Mixed, 0.8% Black, and 0.2% Other.

The age distribution of the practice population shows over 32% of patients registered with the practice were working aged from 15 to 44 years, 28% were aged from 45 to 64 years old. Just above 12% were from 65 to 74 years old. Around 11% of the practice's patients were above 75 years old. 17% of patients were less than 14 years of age.

There is a team of eight GP Partners, of which one is the PCN Clinical Director, and four salaried GPs. The practice has a team of three practice nurses who provide nurse led clinics for long-term conditions, female health and immunisations. The GPs are supported at the practice by a team of reception and administration staff with managerial oversight provided by the practice manager. The practice is also supported by staff through the additional roles reimbursement scheme (ARRS) employed through Wyvern Health Partnership, including, two practice pharmacists, two pharmacy technicians, one visiting paramedic, one mental health nurse and four social prescribers. The practice was training practice with three education supervisors supporting four trainee registrars.

The practice is open between 8am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. Out of hours services are provided by another provider, which patients can access via NHS111.

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 were not being met. The provider must send CQC a report that says what action they are 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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The provider was unable to demonstrate that appropriate monitoring of all patients prescribed high-risk medicines was being carried out consistently when prescribing.• Not all patients with long-term conditions had received the required monitoring in line with national guidance. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>