

Dr Sarah Johnson and Partners

Inspection report

Alma Road
Romsey
SO51 8ED
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www.almaroad.nhs.uk

Date of inspection visit: 14 July 2023
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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 Dr Sarah Johnson and Partners (also known as Alma Road Surgery) on 14 July 2023. Overall, the practice is rated as Good.

Following our previous inspection in August 2021, we issued a Warning Notice for Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment, and rated the practice as Requires Improvement overall and for 2 key questions: are services Safe and Well-Led. We rated the remaining 3 key questions, are services Effective, Caring and Responsive as Good.

At this inspection, we found that significant improvements had been made, specifically in the management of medicines, monitoring and reviewing patients with long term health conditions and the system to manage safety alerts. We have rated this practice as Good overall. Specifically, we have rated the practice as:

Safe – Good

Effective - Good

Caring - Good

Responsive - Good

Well-led – Good

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

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 found that:

The practice had made considerable improvements since our previous inspection in August 2021:

- All of the concerns from the previous inspection had been adequately addressed and there were no longer any breaches of regulations.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice was able to demonstrate staff had the skills, knowledge and experience to carry out their roles. Staff members were appraised annually and received appropriate supervision and training.
- The practice provided a personal named GP list system to promote consistency and continuity for its patients.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Patients could access care and treatment in a timely way.

Overall summary

- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to improve cervical screening uptake rates.
- Continue to work with patients to form an active patient participation group.
- Continue to identify and support carers.
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Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The inspector was supported by 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 Dr Sarah Johnson and Partners

Dr Sarah Johnson and Partners is located at Alma Road, Romsey, Hampshire, SO51 8ED. There is a dispensary at the practice which means prescription medication is able to be dispensed and collected by those patients that live further than one mile from a pharmacy.

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

- Diagnostic and screening procedures,
- Family Planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

Alma Road Surgery is situated within the Hampshire and IOW Integrated Care Board and provides services to approximately 15349 patients. The provider is a partnership of GPs which registered with the CQC in 2013. The practice consists of 8 GP partners, 2 salaried GPs, 5 practice nurses, 1 respiratory nurse, 1 health care assistant and 2 phlebotomists. Alongside the clinical team, a Practice Manager is supported by an Assistant Practice Manager and a Reception Manager who lead a team of receptionists, administrators, secretaries and personal assistants.

The dispensary is staffed by a Dispensary Manager, a pharmacy technician, 4 dispensers and a prescription delivery driver.

The practice is a GP training practice and, at the time of inspection, had 1 GP Registrar attached to the practice. The practice is part of a GP Federation for the provision of extended access for primary healthcare services. The practice is part of the Romsey and North Baddesley Primary Care Network (PCN).

The practice has a higher than average number of patients over the age of 65 years. The National General Practice Profile states that 97% of the practice population is from a white ethnicity background. Information published by Public Health England, rates the level of deprivation within the practice population group as 10, on a scale of 1 to 10. Level 1 represents the highest levels of deprivation and level 10 the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

The practice is open between 8am and 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Tri Locality Care federation where late evening and weekend appointments are available. Out of hours services are provided through contacting NHS 111.