

# Bishops Waltham Surgery

## Quality Report

The Surgery  
Lower Lane  
Bishops Waltham  
Southampton  
Hampshire  
SO32 1GR

Tel: 01489 892288

Website: [www.bishopswalthamsurgery.nhs.uk](http://www.bishopswalthamsurgery.nhs.uk)

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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 service

Good



Are services safe?

Good



Are services effective?

Are services caring?

Are services responsive to people's needs?

Are services well-led?

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced focused inspection at the Bishops Waltham Surgery on 20 September 2016. This was to review the actions taken by the provider as a result of our issuing a legal requirement. In December 2015 the practice did not have safe systems in place for the safe management of risks relating to health and safety, infection control and procedures in place for the reporting of safeguarding events.

Overall the practice has been rated as Good following our findings, with safe now rated as good. This report should be read in conjunction with our report published on 17 March 2016 where the effective, responsive and caring and well led domains were rated as Good. This can be done by selecting the 'all reports' link for Bishops Waltham Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

Our key findings across all the areas we inspected were as follows:

- We found the practice had identified a staff member as an infection control lead, they had undertaken training in infection control and undertaken an audit to improve patient outcomes.
- A full health and safety risk assessment of the practice had been carried out.
- Policies and procedures governing health and safety, including adult safeguarding had been reviewed and updated.

### Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### Are services safe?

The practice is rated as Good for providing safe services having implemented new processes and systems to ensure patients were kept safe.

In December 2015 the practice did not have safe systems in place for the safe management of risks relating to health and safety, infection control and procedures in place for the reporting of safeguarding events.

During the inspection on 20 September 2016 we saw improvements had been made.

- We found the practice had identified a staff member as an infection control lead, they had undertaken training in infection control and undertaken an audit to improve patient outcomes.
- A full health and safety risk assessment of the practice had been carried out.
- Policies and procedures governing health and safety, including adult safeguarding had been reviewed and updated.

At the last inspection we found;

- There was an effective system in place for reporting and recording significant events
- Lessons were shared to make sure action was taken to improve safety in the practice.
- When things went wrong patients received reasonable support, truthful information, and a written apology. They were told about any actions to improve processes to prevent the same thing happening again.
- There were appropriate arrangements for the efficient management of medicines.

Good



### Are services effective?

### Are services caring?

### Are services responsive to people's needs?

### Are services well-led?

## Summary of findings

# Bishops Waltham Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The focused inspection was carried out by a Lead CQC Inspector.

## Background to Bishops Waltham Surgery

Bishops Waltham Surgery is located at Lower Lane, Bishops Waltham, SO32 1GR.

The practice has an NHS Personal Medical Services contract to provide health services to approximately 12800 patients in and around the villages of practice area including; Bishops Waltham, West Meon in the North, Droxford in the East, Wickham in the South and Colden Common in the West.

The practice population come from a relatively affluent area with a higher than the national average for patients in the 45 to 70 years old age groups for both male and females. The practice is located in a detached property and has a small car park at the front. The practice has disabled car parking and disabled access to the practice. All the consulting and treatment rooms are located on the ground floor of the practice. The practice has a compact waiting room with a reception desk and dispensary counter.

The practice has a dispensary; this allows the practice to dispense to those patients who live more than a mile away from a pharmacy and to those patients that may require an urgent prescription after the pharmacy has closed.

The practice has eight GP partners, four male and four female, offering 48 sessions per week, two GP Registrars, a Nurse Practitioner working within the practice. Additionally

there are two practice nurses and two health care assistants. The GPs and the nursing staff are supported by a practice manager, a dispensary manager and a team of staff who carry out dispensary, administration, reception, scanning documents and secretarial duties.

The practice has had a longstanding commitment to training. All staff are involved and we saw there was open door policy to ask questions, seek advice or to share information which received positive feedback from doctors undergoing training.

The practice is open Monday: 7.30am to 7.15pm, Tuesday: 8am to 6.30pm (closed 1pm to 2pm), Wednesday: 07.30am to 6.30pm, Thursday: 8am to 6.30pm, Friday: 7.30am to 6.30pm. Appointments are divided into routine pre-bookable appointments which are available up to six weeks in advance, 48 hour routine appointments and 'Urgent' same day appointments. Appointment reminders as text messages are sent via the practice computer system when an appointment is booked and another two working days before appointment (where permission has been given).

The practice has opted out of providing out-of-hours services to their own patients and refers them to the Out of Hours service via the NHS 111 service.

The practice provides regulated activities from a single location at Bishops Waltham Surgery, Lower Lane, Bishops Waltham, Southampton, Hampshire. SO32 1GR. We visited this location during our inspection.

## Why we carried out this inspection

We carried out an inspection of the Bishop Waltham on 16 December 2015 and published a report setting out our

## Detailed findings

judgements. We asked the provider to send us a report of the changes they would make to comply with the regulation they were not meeting. We inspected the practice to ensure the actions stated had been completed.

## How we carried out this inspection

We reviewed information sent to us by the practice. We carried out an announced focussed inspection at short notice. We looked at management and governance arrangements and a sample of records and spoke with the practice manager.

# Are services safe?

## Our findings

At our inspection on the 16 December 2015 we found the provider did not do all that was reasonably practicable to assess, monitor, manage and mitigate risks to the health and safety of service users. The areas the provider needed to make improvements in were:

The provider must identify an infection control lead, update infection control training for staff as according to their role and carry out infection control audits to improve patient outcomes.

The provider must carry out full work place health and safety risk assessments including for

general health and safety as well as fire safety, use of electrical equipment and legionella.

The provider must review and update policies and procedures and ensure all subjects are covered such as for adult safeguarding.

The practice is rated as good for providing safe services.

At our inspection on 20 September 2016, we found improvements had been made.

The practice had identified the practice nurse as the infection control clinical lead. They liaised with the local infection prevention teams to keep up to date with best practice. An audit had been undertaken in conjunction with the West Hampshire Clinical Commissioning Group (CCG). There was an infection control protocol in place and staff had received up to date training.

The practice had undertaken a health and safety risk assessment for the practice and there were procedures in place for monitoring and managing risks to patient and staff safety. The practice had up to date fire risk assessments and carried out regular fire drills, the last in December 2015. This had identified the need for additional signage to indicate the fire assembly point; which we saw was in place. The practice had also arranged for fire marshal training. All electrical equipment was checked in February 2016 to ensure the equipment was safe to use and clinical equipment was also checked in February 2016 to ensure it was working properly. The practice had a variety of other risk assessments in place to monitor safety of the premises such as control of substances hazardous to health and infection control and legionella (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).

The practice had put in place arrangements to safeguard children and vulnerable adults from abuse. These arrangements reflected relevant legislation and local requirements. Policies were placed in all consulting and treatment rooms and on the practice intranet so were accessible to all staff. The policies clearly outlined who to contact for further guidance if staff had concerns about a patient's welfare. There was a lead member of staff for safeguarding, who had received appropriate training for this role.

# Are services effective?

(for example, treatment is effective)

## Our findings



# Are services caring?

## Our findings

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

## Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

### Our findings