

Stalham Staithe Surgery

Inspection report

The Staithe Surgery
Lower Staithe Road, Stalham
Norwich
Norfolk
NR12 9BU
Tel: 01692 582000
www.staithesurgery.co.uk

Date of inspection visit: 19 Mar to 19 Mar 2019
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Stalham Staithe Surgery on 19 March 2019 as part of our inspection programme. The practice was previously inspected in June 2016 and rated as good overall.

Our judgement of the quality of care at this service is based 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.

This means that:

- People were protected from avoidable harm and abuse and that legal requirements were met.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- The practice was fully engaged with reviewing and monitoring the clinical service they offered and used this information to make changes and drive care. For example, the practice regularly reviewed data from the Clinical Commissioning Group and used this to drive improvement within the practice as well as having a comprehensive audit programme.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- Outcomes from the GP Patient Survey were consistently in line with, or above average.

- People's needs were met by the way in which services were organised and delivered. For example, the practice had engaged with the Volunteer Norfolk scheme which helped people get back into work.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.
- The practice encouraged continuous improvement and innovation. For example, the practice had a diverse skill mix within the practice and encouraged staff to undertake further education.
- Staff reported they were happy and proud to work in the practice.

We found the provider **should**:

- Monitor the compliance of staff with dispensary standard operating procedures.
- Review the safeguarding register to ensure it is updated appropriately.
- Consider the need to document discussions about prescribing and consultation reviews with non-medical prescribers.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a member of the medicines optimisation team.

Background to Stalham Staithe Surgery

- The name of the registered provider is Stalham Staithe Surgery.
- The address of the practice is the Staithe Surgery, Lower Staithe Road, Stalham, Norwich Norfolk, NR12 9BU.
- There are approximately 7,500 patients registered at the practice.
- The practice is registered to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice has a General Medical Services (GMS) contract with the local Clinical Commissioning Group (CCG).
- The practice has four GP partners, (three male and one female), one female salaried GP and one male GP registrar. There are two assistant practice managers covering the practice manager position. The nursing team includes two nurse practitioners, three practice nurses and three healthcare assistants. There are eight dispensers, a dispensary manager and a team of reception and administration staff.
- The practice is a training practice for GP trainees. (A GP trainee is a qualified doctor who is training to become a GP). At the time of our inspection, there was one GP registrar.
- The practice website is
- The practice opening hours are Monday, 8.30am to 8pm and Tuesday to Friday, 8.30am to 5.30pm. Between 8am and 8.30am and 5.30pm to 6.30pm a duty GP was available to deal with any urgent concerns. Patients could also access and extended hours hub over the weekend:
- When the practice is closed, Integrated Care 24 provides the out of hours service; patients are asked to call the NHS 111 service to access this service, or to dial 999 in the event of a life-threatening emergency.
- The practice has a below average number of patients between the ages of 30-44, and an above average number of patients aged 55 and over, compared to the national average. Male and female life expectancy in this area is in line with the England average at 80 years for men and 85 years for women. Income deprivation affecting children is 14%, which is below the England average of 20% and above the CCG average of 13%. Income deprivation affecting older people is 15% which is below the England average of 20% and above the CCG average of 12%.