

# Luson Surgery

## Inspection report

Luson Surgery  
41 Fore Street  
Wellington  
Somerset  
TA21 8AG  
Tel: 01823662836  
[www.lusonsurgery.co.uk](http://www.lusonsurgery.co.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 location

Good 

Are services safe?

Good 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

Is the service effective?

Is the service well-led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

Is the service safe? - Good

Is the service caring? - Good

Is the service responsive? - Good

The practice was previously inspected on 3 December 2015 and the report was published on 21 January 2016. The practice was awarded an overall rating of Good.

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 requires improvement for providing effective and the population groups of people with long term conditions, working age people and people experiencing poor mental health.**

**The practice was rated as good for providing well led services and for the population groups; older people; families, children and young people and people whose circumstance makes them vulnerable. The practice was awarded an overall rating of good.**

We found that:

- The performance and achievement data relating to supporting patients with long term conditions was inaccurate. We could not be assured that patients had received appropriate care and treatment.
- In addition, we were not assured that all patients with cancer had received appropriate reviews.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Clinical and internal audit processes functioned well and had a positive impact in relation to quality governance.
- There was a low turnover of staff and feedback from staff about working at the practice was positive.
- Patients and staff said communication was effective at the practice.
- GPs operated personal lists and had an effective buddy system in place to ensure there was continuity of care.

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

- Continue to review arrangements and implement actions to improve uptake in relation to patients with long term conditions, patients experiencing poor mental health, cervical screening and 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

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a second CQC inspector.

## Background to Luson

Luson Surgery is located in the centre of Wellington. The practice serves a local and rural population of approximately 6,600 patients.

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

Luson Surgery is situated within the Somerset Clinical Commissioning Group (CCG) and is contracted to provide General Medical Services (GMS). This is a contract between general practices and NHS England for delivering services to the local community.

The practice has four GPs, three of whom are partners and one is salaried. Two GPs are female and two are male. Between them they work an equivalent of 2.88 whole time employees. There are five nurses including two nurse practitioners and a health care assistant (HCA). The GPs and nurses are supported by 12 management and administrative staff including a practice manager.

Information published by Public Health England rates the level of deprivation within the practice population group as seventh on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice age profile showed the practice had a higher than average number of patients over the age of 65 years. For example, 25% compared with the national average of 17%.

The practice is open daily between 8:30am and 6.30pm. Extended hours appointments are available on a Monday and Thursday evening. Appointments can be booked up to five months ahead for GPs and three months ahead for nurses.

Out of hours services are provided by the NHS 111 service whose contact details are available on the practice website.