

# Dr Christopher Cole and Partners

## Inspection report

Waterside Health Centre  
Beaulieu Road, Hythe  
Southampton  
Hampshire  
SO45 5WX  
Tel: 02380899119  
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Date of desk-based review: 26 Aug 2020  
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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 

# Overall summary

We previously carried out an announced focused inspection at Dr Christopher Cole and Partners, on 28 January 2020 as part of our inspection programme to follow up on concerns and breaches of regulations following our previous inspection in December 2018. We rated the practice as Good overall, however we found a breach of regulations and rated the key area of Safe provision of services as Requires Improvement. You can read the full report by selecting the 'all reports' link for Dr Christopher Cole and Partners on our website at .

We were mindful of the impact of the Covid-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what type of inspection was necessary and proportionate, this was therefore a desk-based review. On 26 August 2020, we commenced the desk-based review to confirm that the practice had carried out its plan to meet the legal requirements in relation to the breach of regulations that we identified at our previous inspection in January 2020.

We found that the practice is now meeting those requirements and we have amended the rating for this practice accordingly. The practice is now rated Good for the provision of Safe services. We previously rated the practice as Good for providing Effective, Caring, Responsive and Well-Led services.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we reviewed the information sent to us by the provider
- information from our ongoing monitoring of data about services and
- information from the provider.

## **We have rated Safe as Good because:**

- The practice had identified and completed actions, in response areas identified as requiring improvement at our previous inspection in January 2020.

- The practice demonstrated it had revised its Disclosure & Barring Service (DBS) procedures. We reviewed an associated risk assessment that the practice had completed for a staff member who had started employment prior to their DBS being confirmed.
- The practice demonstrated it had revised recruitment processes, and had identified a dedicated staff member responsible for the checking identification documents, to ensure incoming staff member details were correct.
- The practice demonstrated it had improved its security and monitoring processes of blank prescription stationery. This included comprehensive documentation of blank prescription scripts in line with national guidance, and the removal of all but two centralised printers within the practice's sites, where blank prescription stationery was used.
- The practice provided data to show it had increased the usage of the Electronic Prescription Service (EPS) since July 2018 from 87% to 97% by July 2020, which indicated less reliance on paper prescriptions being issued at the practice.

Although not part of the practice's previous regulatory breach, the practice demonstrated it had also made improvements since our last inspection which included:

- Producing a comprehensive risk assessment for its staff regarding their vaccination status.
- Completing a hand-hygiene audit with a random selection of staff to ensure appropriate hand-hygiene measures were in place and staff were compliant with the requirements expected by the practice.
- Identifying learning from an incident involving unpacked vaccines found at our previous inspection. The practice provided copies of delivery audit forms and vaccine stock checks to demonstrate that no further such incidences had occurred.

## **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

## Our inspection team

We did not visit Dr Christopher Cole and Partners during this review. The review of information sent by the practice was undertaken remotely by a CQC inspector.

## Background to Dr Christopher Cole and Partners

Dr Christopher Cole and Partners, also known as The Red and Green Practice is located at Waterside Health Centre, Beaulieu Road, Hythe, Southampton, Hampshire SO45 5WX. There is a pharmacy attached to, but not operated by, the practice.

There is a branch site located at Blackfield Health Centre, Hampton Lane, Blackfield, Hampshire SO45 1XA.

The provider is registered with CQC to deliver the following Regulated Activities from both sites:

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

Dr Christopher Cole and Partners is situated within the West Hampshire Clinical Commissioning Group (CCG) and provides services to approximately 23,400 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of 12 GP partners who registered with the CQC in February 2013. The practice also employs two salaried GPs, three advanced nurse

practitioners, nine practice nurses, two health care assistants, and a dedicated phlebotomy team. The management team comprises of a business practice manager, an operations manager, a nurse manager, and an information management and technology manager who support and oversee a team of receptionists, administrators, medical secretaries and personal assistants. The practice is part of a Primary Care Network with two other local practices.

There are higher than the local and national average number of patients over the age of 65 years, and fewer patients under the age of 18 years than the national average. The National General Practice Profile states that approximately 98% of the practice population is from a White background with the remaining 2% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.