

Weston Lane Surgery

Inspection report

The Living Well Partnership
Weston Lane,
Southampton
Hampshire
SO19 9GH
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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?

Requires improvement



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 The Living Well Partnership on 25, 26, 27 February 2019 as part of our inspection programme.

This practice as Weston Lane Surgery had been previously inspected in January 2016.

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 good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm, with the exception of medicines requiring refrigeration.
- Patients received effective care and treatment that met their needs.
- 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.

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

The areas where the provider must make improvements are:

- Ensure care and treatment is provided in a consistently safe way.

In addition, the provider **should**:

- Review the fire procedures across all branches to ensure that there is consistency and continuity. Ensuring fire evacuation procedures are accessible to staff at all sites.
- Review exception reporting rates for patients with long term conditions.
- Continue to review patient feedback to ensure services meet patients' needs.
- Continue to improve patient access to appointments and telephone contact.

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	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 three further CQC inspectors, a GP specialist advisor, a practice nurse specialist advisor and a practice manager specialist advisor.

Background to Weston Lane Surgery

The Living Well Partnership is made up of five GP practices which have merged. The registered location is at Weston Lane with branch surgeries sites at:

Ladies Walk Practice. (Administration Centre)

90 Thornhill Park Rd, Southampton SO18 5TS.

Midanbury Surgery

1 Woodmill Ln, Southampton SO18 2PA.

Harefield Surgery

21 Exford Ave, Southampton SO18 5JL.

Bitterne Park Surgery

Bitterne Park Medical Centre, Thorold Rd, Southampton SO18 1HZ.

In addition the provider is in the process of adding two further locations to its CQC registration. We did not visit these locations at this inspection.

The practice has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from all sites.

Weston Lane Surgery is in a purpose-built building at The Centre for Healthy Living, Weston, Southampton, SO19 9GH.

The practice leases the first-floor area of Weston Lane Surgery as the GP surgery. Ear, Nose and Throat (ENT), Audiology clinics and dental services are also provided in the centre by other providers.

Weston Lane Surgery is part of the Living Well partnership and has four branches.

The Living Well Partnership has an NHS General Medical Services contract to provide health services to approximately 30,000 patients in and around the eastern side of Southampton. The practice covers a mainly urban population and has a higher than national average for males and females aged 0 to 4 years and 20 to 34 years. The practice is located amongst the most deprived neighbourhoods in the country.

The Living Well Partnership organisation has a partnership team made up of 14 GPs both male and female and a business partner. The practice is run by an operations group made up of GPs, a business partner and department lead.

The Practice has an urgent Care team with an advanced Nurse Practitioner Lead and three further advanced Nurse Practitioners. There is a salaried GP team consisting of a lead from the Partnership team and five salaried GPs both male and female.

The Nursing team has a nurse lead and 12 Practice nurses working across all the Practice locations. There are also eight healthcare assistants working across the locations and two phlebotomists.

There is a shared central services Director who leads the finance facilities, human resource and payroll and IT administrators. The Practice also has an Operations Director who oversees the scheduling co-ordinator and medicines management team.

The Operations Manager oversees a team of administrators for performance, records management, operations support and patient work flow.

The Living Well Practice has a reception team with leads at each of the practice locations totalling 43 members of staff. The Practice also has a development Pharmacist.

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.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met...</p> <p>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate Safe care and Treatment.</p> <p>We found:</p> <p>The Practice had not ensured the proper and safe management of medicines and the policies and procedures in respect of managing medicines, administration and storage were not being properly followed.</p> <p>This was in breach of Regulation 12(2)(g) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	