

# Quay Lane Surgery

## Inspection report

Old Quay Lane  
St Germans  
Saltash  
PL12 5LH  
Tel: 01503230088  
[www.quaylanesurgery.co.uk](http://www.quaylanesurgery.co.uk)

Date of inspection visit: 29 June 2022  
Date of publication: 21/07/2022

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 well-led?

Good 

# Overall summary

We carried out an announced inspection at Quay Lane Surgery on 29 June 2022. Overall, the practice is rated as Good.

The key questions have been rated as;

Safe - Good

Effective - Good

Well-led - Good

Following our previous inspection on 22 May 2017, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Quay Lane Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## Our findings

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

# Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Monitor the systems put in place to improve uptake of cervical screening to ensure they are effective.

**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

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Quay Lane Surgery

Quay Lane Surgery is located in St Germans at:

Old Quay Lane

St. Germans

Cornwall

PL12 5LH

The practice has a branch surgery at:

Downderry Surgery

Broad's Yard

Downderry

Torpoint

PL11 3LX

We did not visit the branch surgery at this inspection.

The Quay Lane Surgery provides pharmaceutical services to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy premises. Medicines can also be collected from the branch surgery in Downderry. The dispensary is open 8.30 to 1pm and 3pm to 6pm Monday to Friday.

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 and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Kernow Clinical Commissioning Group (CCG) and delivers Personal Medical Services (**PMS**) to a patient population of about 4,500. This is part of a contract held with NHS England.

The practice is part of the East Cornwall Primary Care Network which covers the Rame Peninsula, Looe, Liskeard and Saltash.

Information published by Public Health England shows that deprivation within the practice population group is in the sixth decile (six out of 10). The lower the decile, the more deprived the practice population is relative to others.

There is a team of four GPs who provide cover at both the main location, Quay Lane Surgery, and the branch, Downderry Surgery. The practice has one practice nurse who provides nurse led clinics for long-term conditions and is supported by two health care assistants. The GPs are supported at the practice by a team of reception/administration staff. The practice manager is based at the main location providing managerial oversight.

The Quay Lane Surgery is open between 8.30 am to 1pm and 2pm to 6pm Monday to Friday. Downderry Surgery is open between 9am to 12.30pm Monday to Friday and between 2pm and 6pm on Monday, Wednesday and Thursday. When the Surgery is closed between 1pm and 2pm, patients are requested to telephone the surgery and they will be transferred directly to NHS 111. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

The Out-of-Hours service is provided by NHS Kernow.