

Dr G C Ord-Hume and Partners

Inspection report

The Surgery
68 Alma Road,
Portswood
Southampton
Hampshire
SO14 6UX
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www.almamedcen.nhs.uk

Date of inspection visit: 12 Dceember 2018 to 12
December2018
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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 Dr Ord-Hume and Partners on 12 December 2018 as part of our inspection programme.

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.
- 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. 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:**

- Continue to make improvements in QOF results in the areas of Diabetes care, hypertension and cervical screening.
- Continue to improve patient access to booking appointments and improve results of the National Patients GP survey.

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

Professor Steve Field CBE FRCP FFPH FRCGP 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 advisor and a second CQC inspector.

Background to Dr G C Ord-Hume and Partners

Dr Ord-Hume and Partners is located at 68 Alma Road, Portswood, Southampton. SO14 6UX. The surgery has good transport links and there is an independent 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.

The practice is based in a residential area of Portswood, Southampton and is housed in a Victorian era residential style building which the partners rent. The practice has two GP partners and two salaried GPs. Two GPs are female and two GPs are male. The practice has an Advanced Nurse Practitioner. The clinical team is completed with three practice nurses, a health care assistant and a phlebotomist. The clinical team are supported by a management team with a practice manager, secretarial and administrative staff including a medicines manager. The practice is a teaching practice for medical students.

Dr Ord-Hume and Partners is part of NHS Southampton Clinical Commissioning Group (CCG) and provides services under a NHS General Medical Services contract. Dr Ord-Hume and Partners provides care to approximately 10,000 registered patients at this location. The practice population has a higher proportion of working age people (18-65 years) compared to the average for England. 59% of people registered at the practice have a long-standing health condition, which is higher than the national average of 54%. Dr Ord-Hume and Partners is in an area of average deprivation compared to the average for England. Practice staff report that approximately one third of the practice population do not speak English as a first language. The practice provides care for 10 care homes including patients with learning disabilities and provides medical care for patients in a local drug and alcohol rehabilitation unit.

Dr Ord-Hume and Partners 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. The practice offers online facilities for booking of appointments and for requesting prescriptions.