

Port Isaac The Surgery

Inspection report

The Surgery
Hillson Close
Port Isaac
Cornwall
PL29 3TR
Tel: 01208 880222
www.portisaacpractice.co.uk

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January 2019
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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 at Port Isaac The surgery, and the two branch surgeries at St Kew surgery and Bridge Medical Centre on 23 and 24 January 2019 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. (Previous rating July 2016 – Good)

At this inspection we found:

- Feedback from patients about the staff, care and treatment was positive. National patient survey results regarding staff, care, treatment and the service were consistently higher than local and national averages.
- Patients appreciated the appointment system and said it was easy to use. Patients reported that they were able to access care when they needed it.
- Leaders communicated well, were knowledgeable about issues and priorities relating to the quality and future of services and participated in external groups to ensure they understood the local changes and challenges. The practice strategy was in line with health and social care priorities nationally and across the local area.
- The leadership team were aware of and involved in the future of General practice nationally and within Cornwall.
- The practice worked effectively with other practices in the locality.
- The new practice manager had reviewed governance process at the practice and addressed where they were not fully established.

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice recognised where systems and processes had worked well and improved their processes where appropriate.
- The practice had established and embedded systems in place to assess, monitor and manage risks to patient safety.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- The dispensaries, medicines, prescribing, high risk medicines were effectively managed.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- There was a strong focus on continuous learning and improvement at all levels of the organisation. Staff said the practice was a good place to work and added that the leadership team were supportive and encouraged career development and learning to help improve patient safety.
- There was evidence of systems and processes for learning, continuous improvement and innovation. The practice had taken part in many local pilots to test new methodology.

We found one area of **outstanding** practice:

The practice had recognised the geographical locations and isolation of the practice branches, the needs of the local population and associated restrictions for some patients accessing healthcare. The GPs and staff had reviewed this and offered additional support and services to reduce the need for long journeys, improved access to services. For example:

- Offering twice monthly rheumatology appointments for practice patients and those in the locality with a hospital consultant.
- Providing a home delivery service and phlebotomy service for housebound patients.
- Use of a community healthcare assistant (HCA) seconded to the practice who visited housebound

Overall summary

patients to carry out blood tests, near patient testing and portable ECGs (electrocardiogram heart monitoring). The HCA visited elderly patients post hospital discharge.

- Providing same day interventions such as just in case bags and antibiotics to elderly patients in need who would otherwise require admission to hospital.
- Providing a women's contraceptive and menopause service for patients by a GP with a special interest.

- Offering a physiotherapy service which enabled patients to access to physiotherapy services closer to home. The physiotherapy was offered within a purpose-built room with equipment provided by the practice. The practice also offered an equipment loan service and run regular Pilates classes.

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 CQC pharmacist.

Background to Port Isaac The Surgery

Port Isaac The surgery is situated in the Cornish town of Port Isaac and within Kernow clinical commissioning group (CCG) area. The practice is comprised of three sites. The address of the main practice is Port Isaac The surgery, Hillson Close, Port Isaac, Cornwall, PL29 3TR and the two branch surgeries at St Kew surgery, St Kew Highway, PL30 3ED and Bridge Medical Centre, Harbour Road, Wadebridge, PL27 7AH. We visited all three sites during our inspection.

The practice provides a service to approximately 8,600 patients of a diverse age group, although 47% of patients are over the age of 65. The practice offers the following regulated activities:

Treatment of disease, disorder or injury

Diagnostic and screening procedures

Maternity and midwifery services

Family planning and

Surgical procedures

The practice provides a service to approximately 8,680 patients who live in a 90 square mile rural area of Cornwall. The deprivation decile rating for this area is six (with one being the most deprived and 10 being the least deprived). Data from Public Health England showed that

over 98% of the patient population were of white British ethnicity. The mix of male and female patients were equal. The average life expectancy for females was 86 years and 80 years for males (equal to national averages).

There are five full time GP partners, and a salaried GP (three male, three female), a nurse practitioner, three practice nurses and two health care assistants. The clinical team are supported by a practice manager and additional administration and reception staff. There are three dispensaries within the organisation. One based at each site. The practice employ a part time prescribing pharmacist, lead dispensers and additional dispensary staff. The practice also encourage and support apprentices within the practice and dispensary areas.

The community matron, integrated community nursing team and midwife are all based within the practice and are regarded as an integral part of the Primary Health Care Team. Patients also access services of health visitors, physiotherapists, consultant rheumatologists and women's health specialist GPs who visit the practice.

The Port Isaac premises is open between 8.30am and 6pm on weekdays. St Kew branch surgery is open between 8.30am and 12.30 on Mondays, Wednesdays and Fridays. The Bridge branch surgery is open between 8.30

and 6pm on weekdays. The dispensaries are open during these times. Outside of these times patients are directed to contact the out of hour's service and the NHS 111 number. This is in line with local contract arrangements.

The practice offers a range of appointment types including face to face, same day appointments, telephone consultations and advance appointments (four weeks in advance) as well as online services such as access to records, online appointments and repeat prescription requests.

The practice offer out patient rheumatology appointments with hospital consultant on Wednesday afternoons for practice patients and to patients within the locality. The practice also offer women's health clinics which are provided by a GP and Women's Health Specialist and advisor for the National institute for health and care excellence -NICE.