

Lansdowne Surgery

Inspection report

The Lansdowne Surgery
Waiblingen Way
Devizes
Wiltshire
SN10 2BU
Tel: 01380722278
www.thelansdownesurgery.co.uk

Date of inspection visit: Tuesday 18th December 2018
Date of publication: 11/01/2019

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 well-led?

Good



Overall summary

When we visited Lansdowne Surgery on 22 May 2018, to carry out a comprehensive inspection, we found the practice was not compliant with the regulation relating to good governance. The practice was not doing all that was reasonably practicable to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users. Specifically, we found they had not ensured that:

- Systems were in place to record, monitor and manage staff training to ensure completion.
- Actions in relation to fire safety had been completed.
- Management of health waste was in accordance with regulations.

We also said the practice should:

- Continue to take action to establish a patient participation group.

Overall the practice was rated as Good. They were rated as good for providing safe, effective, caring and responsive services, and as requires improvement for providing well-led services. The full report of the May 2018, inspection can be found by selecting the 'all reports' link for Lansdowne Surgery on our website at www.cqc.org.uk.

This report covers the announced follow up focused inspection we carried out at Lansdowne Surgery on 18 December 2018, to review the actions taken by the practice to improve the quality of care and to confirm that the practice was meeting legal requirements.

At this inspection we found the practice had addressed the regulatory breaches we identified on our last inspection. 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.

As a result of this inspection, we have rated Lansdowne Surgery as good for the provision of well-led services. The practice remains rated as good overall, and good for all key questions and population groups.

We found that:

- The practice had reviewed and improved their systems to record, monitor and manage staff training and to ensure mandatory training was completed. However, this system was not yet always working effectively.
- The practice managed health waste in line with regulations.
- All actions in relation to fire safety had been completed.
- 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 take action to establish a patient participation group.
- Continue to develop their system for monitoring staff training and take steps to ensure the system is effective and embedded in the practice.

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

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Lansdowne Surgery

The Lansdowne Surgery is a GP practice located in Devizes, a town and civil Parish in Wiltshire. It is one of 47 practices within the Wiltshire Clinical Commissioning Group (CCG) area and has around 7,400 patients.

The Lansdowne Surgery is located in a purpose-built building and all the clinical areas are on the ground floor.

The practice is registered to provide the following activities:

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

Data available shows a measure of deprivation in the local area of 8, on a scale of 1-10 where a higher score indicates a less deprived area. (Note that the circumstances and lifestyles of the people living in an area affect its deprivation score. Not everyone living in a deprived area is deprived and not all deprived people live in deprived areas). The area the practice serves has relatively low numbers of patients from different cultural backgrounds. Ninety-seven percent of the practice population describes itself as white British. Average male and female life expectancy for patients at the practice is 81 years and 84 years respectively, which is the same as the Wiltshire average and broadly in line with the national average of 79 and 83 years respectively.

The practice currently has three GP partners, one salaried GP, four practice nurses, two health care assistants and a phlebotomist. The practice also shared the services of a clinical pharmacist with another practice, who reviews patient medicines and supports the practice in their medicines management. Emergency care practitioners, carry out home visits where appropriate as part of a local initiative to ensure patients get the care they need in the most timely manner. The practice is a training practice for undergraduate medical students.

Lansdowne Surgery is open from 8am to 6.30pm, Monday to Friday. Appointments are from 8.40am to 11.20am and from 3pm to 4.40pm. Extended hours appointments with a GP are available from 7am to 8am on Friday, and from 6.30pm to 7.30pm on Tuesday.

The practice has opted out of providing a full Out of Hours service for its own patients. Patients can access an Out of Hours GP service by calling NHS 111.

The practice has a General Medical Services contract with NHS England (a locally agreed contract negotiated between NHS England and the practice).

The practice provides services from the following site:

- The Lansdowne Surgery Waiblingen Way Devizes Wiltshire SN10 2BU

The practice has a website containing further information. It can be found here:

- www.thelansdownesurgery.co.uk