

Dr Cyril Stephen

Inspection report

Boyatt Wood Shopping Centre
Shakespeare Road, Boyatt Wood
Eastleigh
Hampshire
SO50 4QP
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www.boyattwoodsurgery.nhs.uk

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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Dr Cyril Stephen on 27 February 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 requires improvement overall. We rated the practice as requires improvement for providing safe and effective services because:

- Not all systems and processes kept patients safe.
- The practice did not have appropriate systems in place for the safe management of medicines.
- Quality data indicated that uptake of health checks for patients with long-term conditions and mental health illness was lower than local and national averages.

We rated the practice as **good** for providing caring, responsive and well-led services because:

- 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.
- There were systems and processes for learning, continuous improvement and innovation.

We rated the long-term conditions and people experiencing mental health population groups as requires improvement. This was due to shortfalls in quality data.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients

The areas where the provider **should** make improvements are:

- Implement all actions as identified in the external fire risk assessment.
- Ensure all staff have completed infection prevention and control (IPC) training, in accordance to the policy and procedure.
- Continue to review systems to record action taken following receipt of safety alerts.
- Continue to promote uptake of health checks for patients with long-term conditions and mental ill health.

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	Requires improvement	
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)	Requires improvement	

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to Dr Cyril Stephen

Dr Cyril Stephen is located at Dr Cyril Stephen, Boyatt Wood Surgery, Boyatt Wood Shopping Centre, Shakespeare Road, Eastleigh, Hampshire, SO50 4QP. There is a communal car park with spaces for patients visiting the surgery. The surgery is also accessible by public transport.

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 population is in the eighth least deprived decile for deprivation. In a score of one to ten the lower the decile the more deprived an area is. The average life expectancy is above the national average.

Dr Cyril Stephen is situated within the West Hampshire Clinical Commissioning Group (CCG) and

provides services to approximately 7,000 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice had one GP partner and two salaried GPs. The practice also employed two nurse practitioners, two practice nurses, a health care assistant, a practice manager and additional administration and reception staff.

The practice was open between 8.30am until 6.30pm, every week day. The practice offered patients extended hours appointments every Monday between 6.30pm and 8pm.

A phlebotomy clinic was available from 7.30-8.30am every Tuesday morning. When the practice is closed patients are directed to out of hours services by dialling 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 Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>Proper and safe management of medicines was not consistent. In particular:</p> <ul style="list-style-type: none">• Patient Specific Directions (PSDs) had not been utilised for a healthcare assistant to administer immunisations. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>