

# Endless Street Doctors' Surgery

## Quality Report

72 Endless Street  
Salisbury  
SP1 3UH  
Tel: 01722 336441  
Website: [www.endlessstreetsurgery.org](http://www.endlessstreetsurgery.org)

Date of inspection visit: The evidence provided by the practice enabled the Care Quality Commission to conduct this review without the need for a visit. The review of the evidence was carried out on 24 February 2017.  
Date of publication: 29/03/2017

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 service

Good



Are services effective?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

When we visited Endless Street Doctors' Surgery on 17 May 2016 to carry out a comprehensive inspection, we found the practice was not compliant with the regulation relating to the need for consent. Overall the practice was rated as good.

We found the practice required improvement for the provision of effective services because GPs were not routinely getting written consent for minor surgery which involved excisions (cutting the skin) in line with guidance. We also told the provider they should ensure appropriate action was taken and recorded whenever the vaccine fridge temperature goes outside the recommended limits, and ensure there was a full program of infection control audits undertaken.

Following the inspection the provider sent us an action plan that set out the changes they would make and subsequently supplied information to confirm they had completed the actions.

This focused inspection was undertaken to ensure that the practice was meeting the regulation previously breached. For this reason we have only rated the location

for the key questions to which this related. This report should be read in conjunction with the full report of our inspection on 17 May 2016, which can be found by selecting the 'all reports' link for Endless Street Doctor's Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We found the practice had made improvements since our last inspection. The information we received enabled us to find the practice was meeting the regulation that it had previously breached.

Overall the practice continues to be rated as good.

Specifically, Endless Street Doctors' Surgery:

- Was now ensuring that they obtained written consent for all minor surgery which involved excisions (cutting the skin) in line with guidance.
- Had reviewed it's procedures for identifying, recording and responding to issues with the vaccines fridges.
- Had reviewed it's programme of infection control audits and had completed an appropriate range of infection control audit.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services effective?**

When we visited the practice in May 2016 we found the practice was not compliant with the regulation relating to the need for consent for minor surgery which involved excisions (cutting the skin) in line with guidance.

Following the inspection the provider sent us an action plan that set out the changes they would make and subsequently supplied information to confirm they had completed the actions.

We saw evidence that showed:

- The practice was obtaining written consent for all minor surgery which involved excisions (cutting the skin) in line with guidance. The practice had conducted an audit from the last six months of minor surgery which confirmed all patients had signed a consent form.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

We did not inspect the population groups as part of this inspection. However, the outcomes we found on our previous inspection and the information we reviewed for this inspection means the rating for this population group continues to be rated as Good.

Good



### People with long term conditions

We did not inspect the population groups as part of this inspection. However, the outcomes we found on our previous inspection and the information we reviewed for this inspection means the rating for this population group continues to be rated as Good.

Good



### Families, children and young people

We did not inspect the population groups as part of this inspection. However, the outcomes we found on our previous inspection and the information we reviewed for this inspection means the rating for this population group continues to be rated as Good.

Good



### Working age people (including those recently retired and students)

We did not inspect the population groups as part of this inspection. However, the outcomes we found on our previous inspection and the information we reviewed for this inspection means the rating for this population group continues to be rated as Good.

Good



### People whose circumstances may make them vulnerable

We did not inspect the population groups as part of this inspection. However, the outcomes we found on our previous inspection and the information we reviewed for this inspection means the rating for this population group continues to be rated as Good.

Good



### People experiencing poor mental health (including people with dementia)

We did not inspect the population groups as part of this inspection. However, the outcomes we found on our previous inspection and the information we reviewed for this inspection means the rating for this population group continues to be rated as Good.

Good



# Endless Street Doctors' Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This desktop inspection was undertaken by a CQC inspector.

## Background to Endless Street Doctors' Surgery

Endless Street Surgery is located in three converted Georgian townhouses close to the centre of Salisbury.

Some of the consulting and treatment rooms are on the 1<sup>st</sup> floor. There is no lift but arrangements are in place to see patients in a downstairs consulting or treatment room where necessary. The practice has a branch surgery in the village of Winterslow.

Endless Street Surgery is a dispensing practice and has a dispensary in both the main and branch surgeries. The practice delivers services to approximately 8,600 registered patients and has a higher than average number of patients over the age of 45. The general Index of Multiple

Deprivation (IMD) population profile for the geographic area of the practice is in the second least deprivation decile. (An area itself is not deprived: it is the circumstances and lifestyles of the people living there that affect its deprivation score. It is important to remember that not everyone living in a deprived area is deprived and that not

all deprived people live in deprived areas). Average male and female life expectancy for the practice is 80 and 86 years, which is above the national average of 79 and 83 years respectively.

There are six GP partners and three salaried GPs providing a working time equivalent of five and a half GPs. Five are female and four are male. There are two practice nurses, two health care assistants, six dispensers, a driver (who delivers prescriptions) and a team of eight receptionists and administrators who support the practice manager and operations manager.

It is a training and teaching practice. (Teaching practices take medical students and training practices take qualified doctors training to be GPs).

The practice is open between 8am and 6.30pm Monday to Friday. Appointments with GPs are from 8.30am to 5pm daily. Extended hours appointments are offered between 6.30pm and 7.30pm on Monday and 7.30am to 8am on Tuesday. The practice has opted out of providing out of hours services to their patients. The out of hours service is provided by MEDVIVO which patients can access by calling NHS 111.

Services are delivered via a General Medical Services (GMS contract). (GMS contracts are negotiated between NHS England and general practices for delivering medical services and are the commonest form of GP contract).

All services are provided from the following sites:

- 72 Endless Street, Salisbury, SP1 3UH.
- Winterslow Surgery, Middleton Road, Winterslow, SP5 1PQ.

# Detailed findings

## Why we carried out this inspection

We carried out a comprehensive inspection on 17 May 2016 and published a report setting out our judgements. We asked the practice to send a report of the changes they would make to comply with the regulation they were not meeting. We have followed up to make sure the necessary changes had been made and found the practice was meeting the fundamental standards included within this report.

The full comprehensive report following the inspection in May 2016 can be found by selecting the 'all reports' link for Endless Street Doctors' Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This report should be read in conjunction with the full inspection report. We have not revisited Endless Street Doctors' Surgery as part of this review because the practice was able to demonstrate compliance without the need for an inspection. We inspected this service as part of our new comprehensive inspection programme and to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

Before undertaking this focused inspection, we reviewed a range of information that we hold about the practice. We reviewed the information sent to us by the practice relating to written consent. We did not visit the practice again because they were able to demonstrate that they had taken action to address the breaches of regulation found during the inspection of 17 May 2016 without the need for a visit.

The practice had previously been rated as good in delivering safe, caring, responsive and well led services. Therefore we focused our review on the question of:

- Was the practice getting written consent for all minor surgery which involved excisions (cutting the skin) in line with guidance?

We did not revisit our rating of good for specific groups of people and what good care looks like for them.

# Are services effective?

(for example, treatment is effective)

## Our findings

### Consent to care and treatment

When we visited the practice in May 2016 we found GPs were not routinely getting written consent for minor surgery which involved excisions (cutting the skin) in line with guidance.

Following publication of our report of the comprehensive inspection the practice sent us an action plan that set out the changes they would make and subsequently supplied information to confirm they had completed those actions.

We found the arrangements for ensuring written consent was always obtained for minor surgery which involved excisions had significantly improved since our last inspection and the practice was now rated as good for providing effective services.

We saw evidence that:

- The practice had discussed the issue of consent at practice meetings and had written a new standard operating procedure for this activity, which included obtaining a signed consent from the patient which was then scanned into the patients records and a copy given to the patient.
- The practice had conducted an audit from the last six months of minor surgery which confirmed all patients had signed a consent form.

We saw evidence that the practice had reviewed other areas of their service following publication of our last inspection report and taken action to improve the services they provided. For example;

- In our report we noted that the prescribing of some antibiotics was higher than other local practices. We saw evidence that the practice had reviewed their prescribing of these medicines, undertaken some education activity and conducted an audit to monitor their progress on this issue.