

# Locking Hill Surgery

## Inspection report

Locking Hill  
Stroud  
Gloucestershire  
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Date of inspection visit: 24/01/2020  
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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 Locking Hill Surgery on 24 January 2020 as part of our inspection programme.

At the last inspection on 29 January 2019 we rated the practice as requires improvement for providing safe and effective services because:

- The practice system was not effective in ensuring that patients who required monitoring and reviews were recalled appropriately.
- The monitoring of patients prescribed high risk medicines was not effective.
- The system for managing safety alerts was not effective.
- There was no protocol for reception staff of when to advise patients to call 999 in the case of a medical emergency.
- Exception reporting was higher than local and national averages and performance was lower for Mental Health indicators.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 except for families, children and young people.**

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 monitor and address exception reporting data that was outside of the expected range.
- Continue to implement actions to improve the uptake for childhood immunisation.
- Monitor and implement actions to increase the number of patients, with certain conditions whose notes record their smoking status.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Good</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Good</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

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

## Background to Locking Hill Surgery

Locking Hill Surgery is located at  
Locking Hill,  
Stroud,  
Gloucestershire,  
GL5 1UY.

The provider is registered with CQC to deliver the Regulated Activities; Surgical procedures, Treatment of disease, disorder or injury, Diagnostic and screening procedures, Family planning and Maternity and midwifery services.

Locking Hill Surgery is situated within the NHS Gloucestershire Clinical Commissioning Group and provides services to some 9,700 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

There are four GP partners, all male and four salaried female GPs equating to approximately six full time

equivalent GPs. They are supported by three nurse practitioners, one nurse, one health care assistant, a general practice assistant and clinical pharmacist. There is a range of administration and reception staff. The practice also employs a Business Manager and a Practice Manager.

The practice building is purpose built with all patient services located on the ground floor. These include; six consulting rooms, three treatments rooms, an automatic front door, a self-check in appointment system and a toilet with access for people with disabilities. The area the practice serves has relatively low numbers of people from different cultural backgrounds. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten, where level one represents the highest levels of deprivation. Average male and female life expectancy for the area is 80 and 84 years respectively, which is broadly in line with the national averages.