

Cross Plain Health Centre

Inspection report

84 Bulford Road
Durrington
Salisbury
Wiltshire
SP4 8DH
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www.crossplainhealthcentre.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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall.

The key questions are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

On 11 June 2018 we carried out an announced focused inspection at Cross Plain Health Centre in response to concerns that were reported to us. We found there were breaches in the regulations relating to staffing and good governance. We carried out a second announced focused inspection at Cross Plain Health Centre on 11 September 2018, to follow up on the issues identified on our previous inspection of 11 June 2018. The full report on these, inspections can be found by selecting the 'all reports' link for Cross Plain Health Centre on our website at www.cqc.org.uk.

This report covers the announced comprehensive inspection we carried out at Cross Plain Health Centre on 23 and 24 January 2019, as part of our inspection programme, to review the actions taken by the practice to improve the quality of care and to confirm that the practice was meeting legal requirements in relation to staffing.

At this inspection we found:

- The practice had adopted an innovative use of staff in the role of GP Assistants. The use of staff in this role in GP practices was still in development in England and we saw evidence the practice was engage with the national development of staff working these roles.
- We found that staff working in the role of GP Assistant were working within their areas of competency. The clinical notes we saw evidenced safe and supportive care that had been appropriately reviewed by a suitably qualified clinician. These findings are in line with what we found on our previous inspections in June and September 2018.

- The practice had made significant changes to their processes and systems relating to staffing and good governance since our inspection in June 2018 and were now meeting the regulatory requirements. However, there were a few areas where the changes had not been fully embedded.
- Staff treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.

We saw one area of outstanding practice:

- The practice had their own mental health support team that were able to offer same day appointments and provided a special access service for patients registered with other practices in Wiltshire, who were at risk of being excluded due to their behaviour. We saw evidence the service was in the process of being adopted by other GP practice in the locality and training on the service was being prepared both for other GP practices in Wiltshire and local Ministry of Defence primary care services.

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

- Take appropriate action to ensure all staff have appropriate references on file.
- Review their standard operating procedure for dispensing medicines and ensure it is in line with their actual practice and best practice guidance.
- Continue to embed changes of staff titles into the practice culture and procedures.
- Review how they record complaints and significant events to ensure learning points are clearly identified and they are able to spot trends and patterns that might relate to staff working in the new roles the practice had developed.
- Continue to make all appropriate efforts to establish an active patient participation group.

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)	Outstanding	

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor, a medicines specialist advisor and a practice nurse specialist advisor.

Background to Cross Plain Health Centre

Cross Plain Health Centre is a GP practice located on the southern edge of Salisbury Plain in Wiltshire. It is one of 47 practices within the Wiltshire Clinical Commissioning Group (CCG) area and has around 6,340 patients. The practice is one of five in the locality area of Amesbury.

The main practice premises in the village of Durrington are in a converted domestic house and includes two consulting rooms and one treatment room on the ground floor, and one consulting room on the first floor which is mainly used for counselling services.

The practice has branch surgeries in Tidworth and Shrewton. The branch at Tidworth operates as the management centre for the practice, as it is a modern purpose-built building and has more space. The practice is planning on moving its main surgery to new purpose-built premises in the nearby village of Larkhill in 2019 after which they will close the Durrington and Shrewton surgeries.

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.

The practice provides a number of services and clinics for its patients including childhood immunisations, family planning, minor surgery and a range of health lifestyle management and advice including asthma management, diabetes, heart disease and high blood pressure management.

The practice has a dispensary at their Durrington and Shrewton surgeries, offering pharmaceutical services to those patients on its practice list who live more than one mile (1.6km) from their nearest pharmacy premises.

The practice provides some services, such as services for the elderly, in partnership with the other practices in the Amesbury locality.

The practice served an area with a high number of military personnel and their families. They have a lower than average number of patients who are over 75, a higher than average number of military veterans and a higher than average turnover of patients. Data available shows a measure of deprivation in the local area recorded a score of 9, 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. 96% of the practice population describes itself as white British. Average male and female life expectancy for patients at the practice is 82 years and 86 years respectively, which is similar to the Wiltshire average and in line with the national average of 79 and 83 years respectively.

The area has one of the highest population growth rates in the country and was anticipating a significant number of additional military families moving to the area next year as part of a military rebasing plan.

There are two GP partners, two salaried GPs, (one of whom was on maternity leave at the time of our inspection) and four retainer GPs, (one of whom was on maternity leave at the time of our inspection). (Retainer GPs are GPs who are receiving additional support to help them stay in the profession). Two of the GPs are male and six female. Some work part-time, making a full-time equivalent of 2.6 GPs. They are supported by a team of GP Assistants and a nursing team of one practice nurse, three healthcare assistants and two mental health support workers. GP Assistant is a relatively new category of staff working in the practices and Cross Plain Health Centre was involved in the development of these roles at a national level. There is a dispensing team and an administrative team led by the practice manager who is also a partner.

The practice surgeries at Durrington and Tidworth open from 8am to 1pm, and 2pm to 6.30pm, Monday to Friday.

The surgery at Shrewton has more restricted opening hours and details are available in the surgery on the practice website. When the surgery is closed for lunch, there is an emergency number to get through to the practice.

The practice has opted out of providing a full Out of Hours service to its own patients. Patients can access an Out of Hours GP service by calling NHS 111. Information about how to access this service was available in the surgery and on their website.

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 sites:

- Durrington Surgery, 84 Bulford Road, Durrington, Wiltshire, SP4 8DH.
- Tidworth Surgery, Beacon House, Station Road, Tidworth, Wiltshire, SP9 7NN.
- Shrewton Surgery, High Street, Shrewton, Salisbury, Wilts, SP3 4DB.

All these sites were visited as part of our inspection.

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

- www.crossplainhealthcentre.nhs.uk