

Newbury Street Practice

Inspection report

The Health Centre
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Wantage
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Date of inspection visit: 15 June 2023
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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?

Good



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Requires Improvement



Overall summary

We carried out an announced comprehensive inspection at Newbury Street Surgery in September 2022. The overall rating for the practice was inadequate, specifically inadequate for the provision of safe and effective services, requires improvement for well led and good for caring and responsive services. We used our enforcement powers to take action against the breaches of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 including issuing 3 Requirement Notices. We placed the practice in special measures to enable the practice to improve.

We carried out an announced focused inspection in June 2023 to determine if the breaches of regulations had been addressed following the inspection in September 2022. Whilst improvements had been made in relation to the safe provision of service, there were still issues which constituted a new and continued breach of regulations.

Following this inspection, we have provided a new overall rating of Requires Improvement and the key questions have been rated as:

Safe - requires improvement

Effective - good

Caring - good

Responsive - good

Well-led – requires improvement

The full reports for previous inspections can be found by selecting the 'all reports' link for Newbury Street Practice on our website at www.cqc.org.uk.

Why we carried out this inspection

We carried out this inspection to follow up concerns and breaches of regulation from a previous inspection. This was a focused inspection which included the key questions safe, effective, well led and responsive.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included :

- Conducting staff interviews using video conferencing.
- Completing remote clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Speaking to members of the patient participation group.

Our findings

Overall summary

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 found that:

- The practice had continued to make improvements since our previous inspection in September 2022.
- 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.
- The practice did not have a process in place to ensure all staff had received the appropriate vaccinations to keep themselves and patients safe.
- The practice had reviewed their appointment booking system and implemented a hybrid system and hoped would lead to an increase in availability.
- There was an improved system to seek feedback from patients and staff.
- Staff helped patients to live healthier lives.
- The system for managing and acting on significant events and complaints was not always effective.
- All staff training were completed in line with providers policy.
- Leaders were approachable and supportive.

We found a breach of regulations. The provider **must**:

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

The provider **should**:

- Continue to monitor and improve the uptake of cervical screening to meet the national target of 80%.
- Establish an effective system of recording, reviewing and responding to complaints and significant events.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector and a second inspector. The team also included a GP specialist advisor who spoke with staff using video conferencing facilities and completed remote clinical searches and records reviews without visiting the location.

Background to Newbury Street Practice

Newbury Street Practice is located in Wantage at:

The Health Centre

Mably Way

Wantage

Oxfordshire

OX12 9BN

The provider is registered with CQC to deliver the regulated activities, diagnostic and screening procedures, maternity and midwifery services, family planning, treatment of disease, disorder or injury and surgical procedures.

The provider is situated within the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board and delivers General Medical Services (GMS) to a patient population of approximately 15,750. This is part of a contract held with NHS England.

The provider is part of a wider network of GP practices called a primary care network (PCN). The provider belongs to Wantage PCN.

Information published by Public Health England shows that deprivation within the provider population group is in the tenth decile (10 of 10). The lower the decile, the more deprived the provider population is relative to others.

According to the latest available data, the ethnic make-up of the provider area is 97% White, 1% Asian, 0.5% Black, 1% Mixed and 0.5% Other.

The age distribution of the provider population differs from the local and national averages. There are more older people registered at the provider at 22% of the patient list compared with the local average of 17.2% and a national average of 17.7%. There are fewer working age people registered at the provider at 58.3% of the patient list compared with 63.8% local mean average and a national average of 62.3%. The number of young people registered mirrors local and national averages at 19.7%.

The practice's clinical team was made up of 1 senior partner and 3 partners, 5 salaried GPs and locum GPs when needed. At the time of the inspection, there was a foundation doctor on a 4-month placement at the practice who was employed by the local hospital Trust. The clinical team also consisted of a physician's associate, a lead nurse, 4 practice nurses and 5 healthcare assistants. The provider was also supported by a variety of reception and administration staff, IT lead, patient co-ordinators and prescription clerks. The practice manager and deputy practice manager provided managerial oversight. Wantage PCN shared staff including a paramedic, health and wellbeing coach, pharmacy technician and a community mental health worker.

The provider is open between 8.30am and 6.30pm, Monday to Friday. The provider offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by the Trust and can be accessed by calling 111.

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 were not being met. The provider must send CQC a report that says what action they are 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 CQC (Registration) Regulations 2009 Statement of purpose</p> <ul style="list-style-type: none">• The provider did not have an effective system in place to ensure that all staff were up to date with the appropriate vaccination in line with national guidance.• The provider did not demonstrate there was an effective system to ensure Patient Group Directions (PGD) were appropriately authorised.• The provider did not have an effective process in place to ensure that patients in receipt of high-risk medication had been monitored or reviewed in line with requirements. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>