

Portsdown Group Practice

Inspection report

Cosham Park Avenue
Portsmouth
Hampshire
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Date of inspection visit: 20 Jan 2020
Date of publication: 31/03/2020

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 focused inspection at Portsdown Group Practice on 20 January 2020 to follow up on the Safe key question. At our last inspection on 4 and 5 December 2018, the practice was rated good overall but the key question of Safe was rated as requires improvement.

At our last inspection there was a breach in Regulation 12, safe care and treatment. A healthcare assistant (HCA) had worked at a branch site without another clinician present and had carried out a task outside their competency. At this inspection in January 2020, we found the provider had satisfactorily addressed these areas.

We have rated this practice as **good** for the key question of **Safe**. People were protected from avoidable harm, including abuse.

The ratings of **good** for the key questions of **Effective, Caring, Responsive** and **Well led** services have been carried forward from the last rated inspection.

The practice continues to be rated good overall.

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.

The provider **should** make improvements:

- Implement their revised system for monitoring patients on high-risk medicines under a 'shared-care' arrangement with the hospital.

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	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Outstanding 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

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

Background to Portsdown Group Practice

Portsdown Group Practice provides primary medical services to 43,811 patients and delivers these services from six surgeries in the Portsmouth area. The main administrative site is Kingston Crescent surgery and the other two main sites are Cosham Park Avenue Surgery (the registered location) and Crookhorn Lane Surgery. Paulsgrove Surgery is a branch surgery of Cosham Park Avenue and Heyward Road Surgery and Somertown Surgery are both branches of Kingston Crescent Surgery.

The practice has 13 partners; 12 GP partners and 1 non-clinical managing partner. It also employs nine salaried GPs. It is a training practice with four GP trainers, and it hosts student nurses and other workplace students.

For this inspection we visited the following surgeries:

Kingston Crescent Surgery

Heyward Road Surgery

Somertown Surgery

Cosham Park Avenue Surgery

The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice is one of 15 practices serving the NHS Portsmouth Clinical Commissioning Group area.

The practice population is in the third most deprived decile for deprivation. The average life expectancy for both male and patients is lower than the national average by one year. The practice population has a higher percentage of patients with a long-standing health condition than the national average. It also has a higher proportion of patients under 18 years of age.

The practice's core opening hours are 8am until 6.30pm, every week day. The practice offers patients extended hours appointments at different surgeries on different days, with morning appointments from 7am until 8am on some sites on Mondays and Wednesdays and evening appointments (6.30pm until 7.00pm) on Mondays, Wednesdays and Thursday. The practice had arranged out of hours cover for evenings until 10pm and at weekends (8am-8pm).