

Cross Road Surgery

Inspection report

Cross Road
Weymouth
DT4 9QX
Tel: 01305768844

Date of inspection visit: 16 November 2022
Date of publication: 07/02/2023

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?

Inspected but not rated 

Are services responsive to people's needs?

Inspected but not rated 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Cross Road Surgery on 16 November 2022.

Overall, the practice is rated as Good

We have rated the domains as:

Safe - Good

Effective - Good

Caring - Not inspected, rating of Good carried forward from previous inspection

Responsive - Not inspected, rating of Good carried forward from previous inspection

Well-led - Good

Following our previous inspection on 10 March 2016, the practice was rated Good overall.

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

How we carried out the inspection

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 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.
- A staff questionnaire

Our findings

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:

- Quality improvements were in place that tackled demographic needs

Overall summary

- 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.
- 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**:

- Implement formal clinical supervision for non medical prescribers and clinicians working within advanced roles.
- The practice should ensure all staff complete safe guarding training to the appropriate level.
- Continue to improve cervical screening uptake.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

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

Background to Cross Road Surgery

Cross Road Surgery is located in Weymouth at:

Cross Road Surgery

Cross Road

Weymouth

DT4 9QX

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the NHS Dorset Integrated Care Board (ICB) and delivers Personal Medical Services (PMS) to a patient population of about 6,027. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. Cross Road Surgery is a member of the Two Harbours Healthcare Ltd (Primary Care Network). Within this network the practice is able to deliver additional services to their patients such as leg clubs, a home visiting service and a frailty service for their patients residing in care homes.

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

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of three GPs and one locum GP working at the practice. The practice has a team of three nurse practitioners, three nurses who provide nurse led clinics for long-term conditions, one healthcare assistant and one phlebotomist. The GPs are supported at the practice by a practice manager and a team of reception and administration staff.

The practice is open between 8.30am to 6.30pm Monday to Thursday and 8.30am to 12.30pm then 2pm until 6.30pm on a Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided on a Monday evening from 6.30pm to 7pm, Tuesday mornings from 7.30am to 8.00am and Friday evenings from 6.30pm to 7.30pm

Out of hours services are provided by telephoning NHS 111.