

Howell Surgery

Inspection report

High Street
Brenchley
Kent
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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 Howell Surgery on 6 November 2018 as part of our inspection programme. Our inspection team was led by a CQC inspector and included a GP specialist advisor.

At the last inspection in August 2015 we rated the practice as good overall.

Our judgement of the quality of care at this service is based 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 practice is rated as good overall.

This means that:

- People who used the service were protected from avoidable harm and abuse, and legal requirements were met.
- Patients had good outcomes because they received effective care and treatment that met their needs.

- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- Patients' needs were met by the way in which services were organised and delivered.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.

There were areas where the provider **should** make improvements are:

- Continue to monitor the newly implemented repeat prescription collection system, to ensure it is effective.
- Continue to monitor and ensure that equipment calibration and portable appliance testing is conducted on schedule.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	
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)	Good 

Our inspection team

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

Background to Howell Surgery

Howell Surgery, High Street, Brenchley, Kent, TN12 7NQ and its branch practice; Hormonden Surgery, Lamberhurst Road, Horsmonden, Kent, TN12 8LP are part of the NHS West Kent Clinical Commissioning Group (CCG). Howell Surgery is the registered provider. Services are provided under a general medical services (GMS) contract with NHS England. The practice buildings provide ground level access at Howell Surgery and ground and first floor level at Horsmonden Surgery, which are both suitable for people with mobility issues. More information about the practice is available on their website:

There are 4,969 registered patients registered at the main practice and the branch surgery located approximately a mile and a half away. The practice has somewhat more than the national

average of patients over 65 years but the same as the national average of patients over 75 years and over 85 years. It is an area of low income deprivation. The Howell Surgery offered dispensing services to patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy (currently 50% of the practice population).

The practice has three GP partners (one female and two male), two salaried GPs (female), two practice nurses (female) and a health care assistant (female). The clinical

team is supported by a practice manager, a business manager and a team of receptionists and administration team (four of whom are trained dispensers). The practice opening hours are as follows:

- Howell Surgery - 8.15am to 4pm Monday, 8.15am to 1pm (when services are diverted to another practice within the cluster) Tuesday and 8.15am to 6.30pm Wednesday through to Friday. The practice offers extended hours with a GP to 7pm on Wednesday.
- The practice provides a walk-in clinic Monday through to Friday. These commence at 8.15am through to 9.30am. Urgent bookable appointments are also available to patients online.
- Horsmonden Surgery - 8am to 1pm and 3pm to 6.30pm Monday and 8am to 1pm Tuesday through to Friday. The practice offers extended hours with two GPs and a practice nurse to 7.15pm on Monday.

The practice forms part of a cluster of 11 GP practices. As part of the improved access scheme, patients from the practice can attend appointments on Saturday and Sunday, at other practices within the cluster. Out of hours services at all other times are provided by IC24, via contact with NHS 111. The practice provides online access that allows patients to order prescriptions and request and cancel an appointment.

The practice provides the following regulated activities:
treatment of disease, disorder or injury, diagnostic and
screening procedures, family planning and maternity and
midwifery services.