

Weston Lane Surgery

Inspection report

Weston Lane, Weston
Southampton
Hampshire
SO19 9GH

Tel: 02380449913

Date of inspection visit: 14 January 2020

<https://www.westonlaneandharefieldsurgeries.co.uk> Date of publication: 17/03/2020

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 Weston Lane Surgery on 14 January 2020 as part of our inspection programme.

At this inspection we followed up on the breach to regulation 12 of the Health and Social Care Act 2014: Safe Care and treatment identified at a previous inspection on 25 February 2019. The shortfalls identified related a lack of assurance around safe management of medicines and in the following of the policies and procedures for managing, administering and storing of medicines. We also identified some areas for improvement around fire safety across the main location and branch sites (although these were not part of the regulatory breach).

In December 2019 we undertook an annual regulatory review for Weston Lane Surgery and from this we identified there had been no change to the quality of care for delivering effective, caring, responsive or well-led services. As such we undertook a planned follow up inspection of safe only to follow up on the regulatory breaches identified at the previous inspection.

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 practice is now rated as good for safe.

We found that:

- The practice had made improvements to the areas identified in breach of regulation at the previous inspection particularly for cold chain storage.
- The practice had streamlined their fire safety policies and processes across each location or branch site across the organisation.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had continued to monitor staffing levels and recruit to vacant posts in order to ensure safe delivery of services.
- The practice had implemented new systems to support with monitoring and oversight of training, HR and recruitment as well as for reviewing of maintenance.

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)	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 lead inspector.
The team included a GP specialist advisor.

Background to Weston Lane Surgery

The Living Well Partnership is made up of five GP practices which have merged. The Living Well Partnership has two registered locations of which Weston Lane is one. Weston Lane Surgery has several branch surgery sites which are located at:

Ladies Walk Practice.

90 Thornhill Park Road,
Southampton SO18 5TS.

Midanbury Surgery

1 Woodmill Lane,

Southampton

SO18 2PA.

Harefield Surgery

21 Exford Ave,

Southampton

SO18 5JL.

Bitterne Park Surgery

Bitterne Park Medical Centre,

Thorold Road, Southampton

SO18 1HZ.

The Living Well Partnership has another registered location (St Lukes Surgery) which also has a branch site (Botley Health Centre). This registered location and branch site was not visited as part of our inspection.

During this inspection we visited Weston Lane Surgery, Bitterne Park Surgery and Ladies Walk Practice. We did not visit Midanbury or Harefield Surgeries.

The practice has good transport links and there is a pharmacy located nearby.

The provider is registered with CQC to deliver the Regulated Activities;

diagnostic and screening procedures,

maternity and midwifery services

treatment of disease, disorder or injury.

These are delivered from all sites.

Weston Lane Surgery is in a purpose-built building at The Centre for Healthy Living, Weston, Southampton, SO19 9GH.

The practice leases the first-floor area of Weston Lane Surgery as the GP surgery. Ear, Nose and Throat (ENT), Audiology clinics and dental services are also provided in the centre by other providers. Weston Lane Surgery is part of the Living Well partnership and has four branches.

The Living Well Partnership has an NHS General Medical Services contract to provide health services to approximately 30,000 patients in and around the eastern side of Southampton. The practice covers a mainly urban population and has a higher than national average for males and females aged 0 to 4 years and 20 to 34 years. The practice is located amongst the most deprived neighbourhoods in the country.

The Living Well Partnership organisation has a partnership team made up of 14 GPs both male and female which includes a non-clinical managing partner. The practice is run by an operations group made up of GPs, a business partner and department lead. The Practice has an urgent Care team consisting of four

members of staff. There is a salaried GP team consisting of a lead from the Partnership team and five salaried GPs both male and female. The Nursing team has two nurse lead and 16 Practice nurses working across all the Practice locations. There are also eight healthcare assistants and phlebotomists working across the locations. The Living Well Practice has a reception team with leads at each of the practice locations totalling 43 members of staff. The Practice also has two pharmacists, a development pharmacist and a pharmacy technician. The practice has opted out of providing out-of-hours services to their own patients and refers them to the Out of Hours service via the NHS 111 service.