

The Mockett's Wood Surgery

Inspection report

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Broadstairs
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November 2020
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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?

Requires Improvement 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Mockett's Wood Surgery. We conducted a remote review of documentation on the 16 November 2020 and conducted a location inspection on 19 November 2020. The purpose of the inspection was to follow up on areas previously identified as requiring improvement during the inspection conducted on 23 July 2019.

The practice was rated inadequate overall following their inspection on 23 July 2019. The practice was rated inadequate for providing safe, effective and well led services, requires improvement for being responsive and achieved a good rating for being caring. Improvements were required specifically in relation to;

- Ensuring care and treatment is provided in a safe way to patients.
- Ensuring that any complaint received is investigated and any proportionate action is taken in response to any failure identified by the complaint or investigation
- Establishing effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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.

This report utilised new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the practice.

We have rated this practice as good overall. The service was rated good for safe, caring, responsive and well led and requires improvement for effective. The practice had made significant improvements. We found;

- The practice had listened to feedback, learnt, educated and trained staff, embedding improvements to their clinical governance.
- The practice had appropriate emergency equipment and medicines in place.
- Clinical staff had been appropriately immunised to keep them safe.
- The practice ensured staff had undertaken appropriate employment checks with professional regulatory bodies and previous employers prior to being appointed.
- The practice had assessed staff roles and ensured staff were appropriately appointed, trained and supported to operate safely and effectively within their competency.
- Governance arrangements had been strengthened with clearer documentation of risks and mitigation strategies.
- The practice had adapted to the challenges presented by COVID 19, improving patient access to online services and educating and training staff on managing risks in their working environments.
- Staff spoken with were confident, enthusiastic and committed to delivering high quality compassionate and responsive care.

The practice should improve antibacterial prescribing to reduce negative variations in data.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service

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

Overall summary

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	Requires Improvement	
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)	Requires Improvement	

Our inspection team

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

Background to The Mockett's Wood Surgery

The Mocketts Wood Surgery operates from a single site located in Broadstairs, Kent. The surgery is situated within Kent and Medway Clinical Commissioning Group (CCG) and provides services to approximately 9,208 patients under the terms of a general medical service contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of two GPs, one female and one male. In addition to the partners, there is a salaried male GP who works full time at the practice and a male locum GP who works at the practice once a week. The practice clinical team also consisted of six practice nurses, four healthcare assistants, phlebotomist and pharmacist. They are supported by an administrative team consisting of receptionists, secretaries, prescription clerk and the practice manager.

Information published by Public Health England, rates the level of deprivation within the practice population group as below the national average.

The practice does not provide out of hours care. Patients are advised to call the national 111 services commissioned from another provider IC24 or a minor or emergency care centre. The Mocketts Wood Surgery provides the following regulated activities.

- Diagnostics and screening procedure
- Treatment of disease, disorder and injury
- Surgical procedures
- Family planning
- Maternity and midwifery