

# The Leiston Surgery

## Inspection report

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Leiston  
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<http://www.leistonsurgery.com>

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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 inspection of The Leiston Surgery on 7 October 2019. This was due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Are services safe, effective and well led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Are services caring and responsive?

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 have rated this practice as good overall and good for all population groups.**

We found that:

- Protocols for handling investigating and reviewing dispensing errors including dispensary near misses were in place.
- Chaperones had a Disclosure and Barring Service check.
- There were effective arrangements for the safe and secure transport of medicines to and from the branch site.

- Arrangements were in place to monitor blank prescription stationery.
- Patients received effective care and treatment that met their needs.
- Feedback from patients and care home representatives was positive about the friendliness and helpfulness of all staff at the practice.
- Clinical staff gave patients time to be involved in their care and treatment decisions.
- The practice organised and delivered services to meet patients' needs. 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-centred care, with a focus on education and learning.

The areas where the provider **should** make improvements are:

- Continue to ensure that the policy for checking the return of all cervical screening results sent for testing is implemented and reviewed, for assurance that a failsafe system is embedded across the practice.
- Review the current recruitment policy to be assured of appropriate governance in relation to references.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

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

## Background to The Leiston Surgery

- The name of the registered provider is The Leiston Surgery.
- The provider is registered to provide the regulated activities of diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice holds a Personal Medical Services (PMS) contract with the local Clinical Commissioning Group (CCG).
- The practice area covers Leiston, Suffolk and the surrounding villages.
- The Leiston Surgery provides services to approximately 7,140 patients.
- There are four GP Partners at the practice (two male and two female) and one salaried GP (female). The practice clinical team also includes two practice nurses, a practice paramedic, a physician associate, a pharmacist and three health care assistants. There is a practice manager and a team which includes three administrators, two secretaries and six receptionists, including a reception lead. There is also a dispensary lead, and four dispensers.
- The main surgery is situated in a recently extended health centre in the town of Leiston and has a dispensary. There is a branch surgery in the village of Yoxford. We did not visit the branch surgery as part of this inspection. The practice offers dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. The practice has a collection point for dispensed medicines at the branch site in Yoxford and at a post office in Westleton.
- The practice and dispensary is open between 8am to 6.30pm Monday to Friday. Appointments are available from 7am to 8am Monday to Thursday mornings. The branch site at Yoxford is open from 3.30pm to 6.30pm on Mondays and from 10.30am to 12 noon on Wednesdays and Fridays.
- Patients could book evening and weekend appointments with a GP through Suffolk GP+ (Suffolk GP+ is for patients who urgently need a doctor's appointment or are not able to attend their usual GP practice on a weekday.)
- Out-of-hours GP services are provided by Suffolk GP Federation C.I.C., via the NHS111 service.
- According to Public Health England, the patient population has a significantly higher proportion of patients aged 65 years to 74 years and a higher than average number of patients aged 75 years and above, compared to the practice average across England. Income deprivation affecting children and older people is lower than the practice average across England, but in line with the local average. Male life expectancy is 80 years for men, which is above the

England average of 79 years. Female life expectancy is 85 years for women, which is above the England average of 83 years. The deprivation decile is seven, with one being the most deprived and 10 being the least deprived.