

# Chatham Street Surgery

## Quality Report

The Surgery  
121 Chatham Street  
Reading  
Berkshire  
RG1 7JE  
Tel: 0118 9505121  
Website: [www.chathamstreetsurgery.co.uk](http://www.chathamstreetsurgery.co.uk)

Date of inspection visit: We did not undertake an inspection visit because the practice supplied evidence to enable a judgement to be reached.  
Date of publication: 15/03/2018

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 service

Good



Are services caring?

Good



# Summary of findings

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## Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Chatham Street Surgery on 13 July 2017. The overall rating for the practice was good with provision of a caring service rated as requires improvement. The full comprehensive report on the July 2017 inspection can be found by selecting the 'all reports' link for Chatham Street Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 19 February 2018 to confirm that the practice had carried out their plan to improve provision of caring services to their patients.

When we carried out the inspection on 13 July 2017 we identified that the practice had not breached regulations but should improve the delivery of compassionate and caring services.

This report covers our findings in relation to the provision of caring services and also additional improvements made since our last inspection.

Overall the practice remains rated good overall and delivery of caring services is now rated good.

Our key findings were as follows:

- The practice had completed a patient satisfaction survey from July 2017 to the end of 2017 and 200 patients had responded.
- The results of the survey showed an improvement in patient feedback in regard to the care they received.
- The fire marshals at the practice had received training and held certificates to confirm this had been completed.
- The business continuity plan had been reviewed in November 2017 to ensure it remained relevant to the practice.

At our previous inspection on 13 July 2017, we rated the practice as requires improvement for providing caring services as patient feedback indicated the practice staff were not providing care and treatment in a caring way. The information provided by the practice showed an improvement in patient feedback which has resulted in a rating of good for provision of caring services.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

# Chatham Street Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This desk based review was undertaken by a CQC lead inspector.

## Background to Chatham Street Surgery

Chatham Street Surgery is located in a purpose built health centre and is situated in the heart of Reading town centre. There are approximately 6,600 registered patients.

Chatham Street Surgery is one of 20 practices within South Reading Clinical Commissioning Group (CCG). (A CCG is a group of general practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services).

The practice has a mixed patient population. Patients registered at the practice are from a number of different ethnic backgrounds with no specific background being prominent due to the variety of cultures in Reading. There are a large proportion of the patients who speak English as a second language. The practice also provides care to asylum seekers, homeless people and refugees. People living in more deprived areas tend to have greater need for health services. The practice has a transient patient population, patients are often out of the country for long periods. This has an impact on screening and recall programmes.

The practice population has a higher than national average patient group aged between 25-34, with a number of patients being working professionals. However, ten percent of the practice population has a working status of unemployed compared to the national average of 6.2%.

There are five GPs (three male and two female) at the practice comprising of three partners and two salaried GPs. One of the partners is full time and the other two are part time at the practice. The GP sessions held at the practice equate to 3.2 whole time GPs. The practice also has a pharmacist prescriber, who sees patients presenting with minor ailments every weekday. The all-female nursing team consists of one nurse practitioner and a practice nurse with a mix of skills and experience. The practice management function is shared with a practice from the Midlands and comprises a team of three. The management team are supported by 10 administrative staff who undertake the day to day management and running of the practice. The practice has a Personal Medical Services (PMS) contract. (A PMS contract is a locally agreed alternative to the standard GMS contract used when services are agreed locally with a practice which may include additional services beyond the standard contract).

During the last four years the practice has undergone a significant amount of change. This has involved changes in partners and instability in leadership and management. The appointment of a third partner in early 2017 has stabilised both the clinical and management structure at the practice.

The practice is open between 8.00am and 6.30pm Monday to Friday. Appointments are offered from 8.30am to 12.40pm every morning and afternoon clinics commenced at 12pm with the last appointment at 5.30pm daily. Extended hours appointments are offered on a Thursday morning from 7am.

The practice has opted out of providing out of hours services to their patients. Out of hours services are provided by Westcall. The out of hours service is accessed

# Detailed findings

by calling NHS 111. There are arrangements in place for services to be provided when the surgery is closed and these are displayed at the practice and in the practice information leaflet.

All services are provided from: 121 Chatham Street, Reading, Berkshire, RG1 7JE and information about the practice is available on their website at: [www.chathamstreetsurgery.co.uk](http://www.chathamstreetsurgery.co.uk).

## Why we carried out this inspection

We undertook a comprehensive inspection of Chatham Street Surgery on 13 July 2017 under Section 60 of the

Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection in July 2017 can be found by selecting the 'all reports' link for Chatham Street Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk). However, whilst we did not identify any breach of regulations there were areas of providing a caring service where the practice should make improvements.

We undertook a desk-based focused inspection of Chatham Street Surgery on 19 February 2018. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care.

# Are services caring?

## Our findings

**At our previous inspection on 13 July 2017, we rated the practice as requires improvement for providing caring services as patient feedback was below average. However, the practice had not breached regulations. The feedback reported was from the national patient survey published in July 2017 from a survey conducted between January and March 2017.**

**The practice had stabilised the clinical workforce and GPs had considered the way they conducted consultations with patients. This had improved patient feedback as evidenced from a practice survey of 200 patients undertaken from July to December 2017 and the practice is now rated good for caring.**

### Kindness, respect and compassion

Patient feedback showed staff treated patients with kindness, respect and compassion. They also involved patients in decisions about their care.

The practice sent us results from a patient satisfaction survey they conducted between July and December 2017. The survey had been completed by 200 patients. This represented about 3% of the practice population. The feedback the practice received showed improvement in patient views about how the practice provided a caring service. For example:

- 94% said the last GP they saw gave them enough time compared to the July 2017 national GP survey result of 78%.
- 93% said the last GP they saw was good at listening to them compared to the July 2017 national GP survey result of 77%.
- 84% said the last GP they saw or spoke to was good at explaining tests and treatments compared to the July 2017 national GP survey result of 70%.
- 90% said the GPs were good at involving them in decisions about their care compared to the July 2017 national GP survey result of 73%.
- 92% said the GPs treated them with care and concern compared to the July 2017 national GP survey result of 78%.
- 89% said the nurses they saw gave them enough time compared to the July 2017 national GP survey result of 79%.
- 88% said the last nurse they saw was good at explaining tests and treatments compared to the July 2017 national GP survey result of 83%.
- 92% said the nurses treated them with care and concern compared to the July 2017 national GP survey result of 75%.

The feedback from patients to all questions asked about the practice being caring showed improvement.