

Morrab Surgery

Inspection report

2 Morrab Road
Penzance
Cornwall
TR18 4EL
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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 summary

Previously we carried out an announced comprehensive inspection at Morrab Surgery on 15 May 2019.

We served a warning notice to the provider following a breach of regulations 17; Good governance, of the Health and Social Care Act 2008. We also issued a requirement notices in relation to regulation 12, Safe care and treatment, and regulation 18; Requirements in relation to staffing. Following our inspection in May 2019, the practice was rated as Inadequate overall and placed into special measures.

We carried out an announced focused inspection at Morrab Surgery on 3 July and found that the requirements of the warning notice had been met. As this was to check compliance with the warning notice, the ratings from the previous inspection in May 2019 have not been changed.

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.

At this inspection we found that arrangements relating to good governance had been reviewed where needed to improve care, but there were still some actions remaining.

We found that:

- Systems to support fire safety had been implemented effectively. External fire risk assessments had been completed, the practice had started to undertake required actions.
- Policies and procedures had been implemented to ensure medicines and equipment were safely stored and monitored.
- Patient Group Directives (PGDs) were safely used to administer medicines.
- Infection prevention and control systems had been updated to ensure potential risks were identified.
- There was an overview of staff training, there had been an improvement in necessary training completed for staff. However, not all staff had completed all necessary training, including safeguarding adults, safeguarding children, fire safety and infection prevention and control. The practice planned to complete training for all staff as soon as possible.
- Nominated staff had oversight of newly implemented systems and had been given protected time to monitor compliance in accordance to policies and procedures.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to review governance systems to ensure policies implemented are imbedded.

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

Our inspection team

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

Background to Morrab Surgery

Morrab Surgery is located at 2 Morrab Road, Penzance, Cornwall TR18 4EL. The surgery has rail and bus links, which are limited. There is a private pharmacy co-located with Morrab Surgery.

The practice had a branch surgery and dispensary at: Pendeen Surgery, Boscawell Downs, Pendeen, Penzance, Cornwall, TR19 7D.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from both sites.

Morrab Surgery is situated within the Kernow Clinical Commissioning Group (CCG) and provides services to 11,211 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of three GPs who registered with the CQC in April 2013. The practice employs two salaried GPs, two nurse practitioners, four practice nurses, a visiting nurse, two health care assistants, a phlebotomist and several administration staff. The practice is not currently part of any wider network of GP practices.

Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level three represents a higher level of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 83 years compared to the national average of 83 years.

The practice is open between 8am and 6:30pm Monday to Friday. Pendeen surgery (Branch) has a dispensary and opening times are listed on the practice website. Patients can choose to attend any of the sites for appointments and at a time to suit them. Early and late appointments before and after surgery are offered by the practice as part of the improved access to extended services. The practice participates in rotation with other practices in the area providing pre-arranged appointments every Saturday from 9am. Outside of these times, patients access hubs based in Bodmin, Stratton, St Austell, Liskeard, Newquay, Falmouth and Truro. Staff at the practice direct patients to these access services with further information available on the practice website. Patients requiring repeat prescriptions have access to a 24 hour, 7 days a week prescription line.

The opening hours of the practice have been agreed locally under the contract. Outside of these times patients are directed to contact the out-of-hours service by using the NHS 111 number.