

Dr David keith Oliver

Inspection report

Mawsley Village Surgery
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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 responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Dr David Keith Oliver (known as Mawsley Village Surgery) on 3 and 9 May 2022. Overall, the practice is rated as **Good**.

Set out the ratings for each key question

Safe - Good.

Effective - Good.

Caring - Good.

Responsive - Good.

Well-led - Good.

Following our previous inspection on 6 September 2016, the practice was rated **Good** overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr David Keith Oliver on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach. This inspection was a focused inspection to follow up on:

- The key questions inspected: are services safe, effective and well-led.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

Overall summary

- 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

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was evidence of effective systems and processes to support safe medicines management, including in the dispensary.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way?.
- There was a clear leadership structure and staff felt supported by management. The practice sought feedback from staff and patients, which it acted on.
- The practice operated effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- The practice team demonstrated a commitment to learning and improvement at all levels of the organisation.
- Clinical staff received regular updates and training and took steps to ensure they were familiar with the most recent clinical guidelines.
- There was a programme of quality improvement, including clinical audit.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. In addition, a member of the CQC pharmacy team supported the inspection and undertook a site visit.

Background to Dr David Keith Oliver

Dr David Keith Oliver known as Mawsley Village Surgery provides a range of primary medical services and dispensing facilities to the residents of Mawsley and surrounding villages. The practice first opened as a new practice using temporary accommodation in 2003. It moved into new purpose-built medical centre premises in 2006 located at:

Mawsley Village

Surgery School Road

Mawsley

NN14 1SN.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Northamptonshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 5700. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as a primary care network (PCN). The PCN consisted of three local practices in total who work collaboratively to provide additional services to patients.

The practice population is predominantly white British with less than 4% of patients from minority ethnic backgrounds. Information published by Public Health England shows that deprivation within the practice population group is in the second highest decile (nine of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice is led by a principal GP and has three salaried GPs (one male and two female) and two long term locum GPs (both female). The practice has a team of three advanced nurse practitioners (ANPs) five practice nurses and a phlebotomist. The GPs are supported at the practice by the practice manager and a team of reception/administration staff. The dispensary team includes a dispensary manager, two dispensary technicians and a dispensary receptionist.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most appointments were telephone consultations. The practice is open 8am to 6pm Monday to Friday and is closed at weekends. The dispensary is open from 9am to 6pm Monday to Friday.

When the practice is closed Out of hours services are provided by NENEDOC via the NHS 111 service.