

Lister House Surgery

Inspection report

The Common
Hatfield
AL10 0NL
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www.listerhouse.nhs.uk

Date of inspection visit: 13 December 2023
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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 responsive to people's needs?

Requires Improvement



Overall summary

We carried out a targeted assessment of Lister House Surgery on 13 December 2023 without a site visit. Overall, the practice is rated as good. We rated the key question of responsive as requires improvement.

Safe -good

Effective – good

Caring - good

Responsive – requires improvement

Well led – good

Following our previous inspection in February 2019, the practice was rated good overall and for all key questions. At this inspection, we rated the practice requires improvement for providing responsive services.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Aveley Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to undertake a targeted assessment of the key question of responsive.

How we carried out the inspection/review

This inspection was carried out remotely.

This included:

- Conducting staff interviews using video conferencing.
- Requesting evidence from the provider.

Our findings

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 found that:

- The practice was implementing changes based on a consistent decline in patient satisfaction reported within the GP national patient survey data since 2018.
- The practice increased education for patient monitoring and health education by using technology advancements.

Overall summary

- Accessing the practice was made easier for patients, including implementing a new cloud-based telephone system to avoid long waiting times.
- The practice was waiting to take part in the National General Practice Improvement Programme to provide a modernised approach to staff training, continuity of care, and access.

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

- Continue to monitor and audit patient feedback to improve patient feedback about phone access and appointment availability.
- Continue to improve staff training in identifying priority access patients and developing communication with patients for continuity of care.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities.

Background to Lister House Surgery

Lister House Surgery is located in Hatfield, Hertfordshire at:

The Common

Hatfield

Hertfordshire

AL10 0NL

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 and surgical procedures.

The practice is situated within the Hertfordshire and West Essex Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 14,400. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices Hatfield primary care network.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the seven lowest decile (7 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 11.9% Asian, 76.5% White, 7.3% Black, 2.9% Mixed, and 1.4% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more young patients registered at the practice compared to older and working age patients.

There is a team of 11 GPs who provide cover at the practice. The practice has a team of 1 nurse prescriber, 3 nurses who provide nurse led clinics for long-term conditions, 1 healthcare assistant, 3 social prescribers, 1 pharmacist, 1 care coordinator, 1 physiotherapist and 2 health and wellbeing coaches. The GPs are supported at the practice by a team of reception/administration staff. The practice manager oversees all staff at the practice.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by IC24, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.