

# Oaks Healthcare





## Inspection report

26-30 London Road  
Cowplain  
Waterlooville  
PO8 8DL  
Tel: 02392263138  
[www.oakshealthcare.gpsurgery.net](http://www.oakshealthcare.gpsurgery.net)

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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 well-led?           | Good |  |

# Overall summary

We carried out an unannounced inspection at Cowplain Family Practice on 18 October 2021. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Well-led - Good

## Why we carried out this inspection

We carried out an unannounced comprehensive inspection on 18 October 2021 as part of our provider monitoring programme.

## 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 some clinical staff interviews using video conferencing facilities
- Completing remote 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
- A site visit
- Discussions with practice staff

## 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:

- All staff had undertaken all mandatory training appropriate to their role.
- Recruitment files contained all relevant information.
- Prescription stationery had not been stored securely. However, the day after the inspection the practice implemented a new system for the safe storage and monitoring of prescription stationery.
- The practice had made adjustments associated with the COVID-19 pandemic to ensure that patients were kept safe and protected from avoidable harm.

# Overall summary

- The practice was able to demonstrate staff had the skills, knowledge and experience to carry out their roles. Staff members were appraised annually and received appropriate supervision and training.
- The practice provided a personal named GP list system to promote consistency and continuity for its patients.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- However, some staff we spoke with did not feel that if they raised concerns that these would be listened to and acted upon.

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

- Continue to encourage staff feedback and work with staff to implement ideas and suggestions.

**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, a second inspector and an inspection manager who undertook a site visit. The team was supported by a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Oaks Healthcare

Cowplain Family Practice is located in purpose built premises in a village north east of Portsmouth in Hampshire. The practice delivers a General Medical Services (GMS) contract to provide health services to approximately 16,130 patients. The practice is registered with the Care Quality Commission to provide the following regulated activities:

treatment of disease, disorder or injury, surgical procedures, diagnostic and screening procedures, maternity and midwifery services and family planning.

The practice has one registered location situated at:

Cowplain Family Practice

26-30 London Road  
Cowplain  
Waterlooville  
Hampshire  
PO8 8DL.

The practice team consists of eight GP partners, two salaried GPs one clinical practitioner, one nurse practitioner, six practice nurses, and three health care assistants. Alongside the clinical team, a practice manager is supported by two operations managers and a reception team leader who leads a team of receptionists. The practice is a GP training practice and, at the time of inspection, had two GP Registrars attached to the practice. The practice is part of a GP Federation for the provision of extended access for primary healthcare services.

The practice has a higher than average number of patients over the age of 65 years. The National General Practice Profile states that 98% of the practice population is from a white ethnicity background. Information published by Public Health England, rates the level of

deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.