

Chineham Medical Practice

Inspection report

Reading Road
Chineham
Basingstoke
Hampshire
RG24 8ND

Tel: 01256 479244

Website: www.chinehamsurgery.co.uk

Date of inspection visit: 23 July 2019

Date of publication: 20/08/2019

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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Chineham Medical Practice in Basingstoke, Hampshire on 23 July 2019 as part of our inspection programme.

At the last inspection in June 2018, we rated the practice as requires improvement for providing safe and effective services resulting in an overall rating of requires improvement because:

- The practice's systems, processes and practices did not always keep people safe.
- Members of staff had not received the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.

The full comprehensive report on the June 2018 inspection can be found by selecting the 'all reports' link for Chineham Medical Practice on our website at .

At this inspection (July 2019), we found improvements had been made and however this data had not been externally validated the provider is now compliant with the regulations. We have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- All staff were actively engaged in activities to monitor and improve quality and clinical outcomes. Patients now received effective care and treatment that met their needs. This was evidenced through specific areas of improvement, clinical audits and health promotion.

- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. There was a clear, systematic and proactive approach to seeking out and embedding new and more sustainable models of care.

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

- Look at methods to improve the uptake of cervical cancer screening for eligible patients.
- Ensure complaint information and contact details are displayed within waiting and reception areas within the practice.

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

Dr Rosie Bennyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor.

Background to Chineham Medical Practice

Chineham Medical Practice is located on the outskirts of Basingstoke, Hampshire and is one of the practices within the North Hampshire Clinical Commissioning Group (CCG).

All services are provided from:

- Chineham Medical Practice, Reading Road, Chineham, Basingstoke Hampshire RG24 8ND.

The practice website is:

The practice provides primary medical services to approximately 13,900 patients. Following significant new developments in the local area, in the last four years, the number of registered patients has increased by 18%, from 11,750 to 13,900.

The practice population has a proportion of patients in a local nursing homes (approximately 60 registered patients) and also provides GP services to a local independent, specialist school for pupils with autism, moderate to severe learning difficulties and complex needs (approximately 28 patients).

In total there are 13 GPs, seven are GP partners, three are salaried GPs and there is one retained GP. The GP Retainer Scheme is intended as short-term support for GPs who have commitments which restrict them from working in General Practice in the usual way as GP

partners or salaried GPs. The practice is a training practice for GP Registrars and at the time of the inspection there were two GP Registrars. GP Registrars are qualified doctors who undertake additional training to gain experience and qualifications in general practice and family medicine.

The nursing team consists of three nurse practitioners, four practice nurses and two health care assistants with a mix of skills and experience. A practice manager and a team of administrative staff undertake the day to day management and running of the practice.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are available via the Primary Care Network from 6.30pm to 8pm Monday to Friday, 9am to 11am on Saturdays and 9am to 1pm on Sundays. Chineham Medical Practice operates a service alongside Whitewater Health and Clift Surgery providing extended access to the patient populations of all three practices. The practice has opted out of providing out-of-hours services to their own patients. Patients can obtain out of hours care using the NHS 111 service.

The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities: Maternity and midwifery services, Family planning, Treatment of disease, disorder or injury, Surgical procedures and Diagnostic and screening procedures.