

# Morrab Surgery

## Inspection report

2 Morrab Road  
Penzance  
Cornwall  
TR18 4EL  
Tel: 01736363866  
[www.morrabsurgery.co.uk](http://www.morrabsurgery.co.uk)

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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Morrab Surgery on 4 December 2019 to follow up on breaches of regulations. The practice had previously been inspected in May 2019, when it was rated Inadequate overall. Specifically, the practice was rated as inadequate for providing safe and well-led services. The practice had been rated as requires improvement for providing effective services and good for providing caring and responsive services. The practice was placed in special measures. This was because of ineffective governance systems and shortfalls regarding fire safety, health and safety, staff training and safe use and storage of medicines.

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 have rated this practice as good overall and for each domain, with the exception of effective which was rated as requires improvement. This was because the domain was affected by the rating of two population groups; working age people and people experiencing poor mental health, which were rated as requires improvement. All other population groups were rated as good.**

We found that:

- The practice had implemented systems which promoted health and safety, including fire safety and infection prevention and control.
- There were clear and effective processes for managing and mitigating risks which included risk assessment, action planning and auditing systems to ensure adherence with the practice's policies and local and national guidelines.
- The practice was able to demonstrate safe use and storage of medicines, including medicines that required refrigeration and protocols utilised within the dispensary.

- The majority of staff had completed necessary training. All outstanding training was due to be completed by the end of December 2019.
- Patients received effective care and treatment that met their needs.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided.
- 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 practice had implemented systems of good governance which included coherent delegation and overview of tasks, action planning and effective audit of those systems.

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

- Keep records of schedule three Controlled Drugs in accordance with national guidance.
- Continue to increase the uptake of cervical screening and childhood immunisations.
- Improve the documentation of agreed care plans for people experiencing poor mental health.
- Ensure all relevant staff have completed equality and diversity training and Mental Capacity Act (2005)

This service was placed in special measures in May 2019. Sufficient improvements have been made such that Morrab Surgery has now been rated as Good. I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by this service.

**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

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

## Our inspection team

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

## Background to Morrab Surgery

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

The practice has 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 10,700 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, a pharmacist, two nurse practitioners, four practice nurses, a visiting nurse, two health care assistants, a phlebotomist and several administration staff.

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. Extended hours appointments are available between 7am until 8am every Tuesday and Thursday; between 6.30pm and 7.30pm every Thursday and between 6.30pm and 8.30pm every Friday. The practice was also open for pre-booked appointments every Saturday. The branch, Pendeen Surgery and dispensary was every Monday and Tuesday from 2pm until 5pm and every Thursday from 9am until 12pm.

Outside of these times patients are directed to contact the out-of-hours service by using the NHS 111 number.