

# Seaton and Colyton Medical Practice

## Inspection report

148 Harepath Road

Seaton

Devon

EX12 2DU

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[www.seatonandcolytonmedicalpractice.nhs.uk](http://www.seatonandcolytonmedicalpractice.nhs.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?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Seaton and Colyton Medical Practice on 26 February 2019 as part of our inspection programme.

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 good for all population groups.

We found that:

- The practice had responded positively and taken action on feedback received from the previous CQC inspection. This included improved awareness and health information available for younger people and regular infection prevention control audits.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they were able to access care when they needed it.
- There was a strong focus on continuous learning and improvement at all levels of the organisation.
- Improvements since our previous inspection included health navigation and E-Consult.

- The practice offered extended access appointments which included early mornings and evenings, together with weekend appointments in conjunction with 13 practices which comprised East Devon Health federation.

We found examples of outstanding practice;

- The practice was among the first nationally to become an official “Parkrun practice”. This involved the active promotion to patients of attending the weekly Park run. GPs invited patients to join them. Less mobile patients were invited to a walking group, ‘Walk for Health’ which had been set up by one of the GPs. The aim was to support and encourage those patients that would benefit from regular exercise and prevent social isolation.
- The practice had introduced an “Eating With Dignity” scheme, a multi-disciplinary approach to nutrition for patients. This scheme had been adopted by local care homes and the wider community.
- A GP at the practice had been pivotal in facilitating the formation of the home nursing service which was now independent of the practice (but was located within the practice) that looked after patients who needed palliative care. They offered 24-hour care and provided support for people with terminal illness and for people wishing to die in their own homes.

We found areas where the practice should make improvements;

- The practice should review their arrangements for communication with patient’s who had hearing difficulties.
- Increase the uptake of cervical screening.

**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

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

## Our inspection team

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

## Background to Seaton and Colyton Medical Practice

Seaton and Colyton Medical Practice is located at 148 Harepath Road, Seaton, Devon EX12 2DU. We visited this location and the branch surgery at Grove Hill, Colyton EX24 6ET as part of our inspection.

The provider is registered with CQC to deliver the following Regulated Activities: diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury. These are delivered from both sites.

Seaton and Colyton Medical Practice is situated within Devon Clinical Commissioning Group (CCG) and provides services to 8,100 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.

There is a team of four GP partners, one female and three male. There are also two female salaried GPs and one GP registrar. The whole time equivalent is 5.6. The GP team are supported by a practice manager, a deputy practice manager, office manager, two practice nurses, an advanced nurse practitioner, a clinical pharmacist seconded from the clinical commissioning group (CCG), three health care assistants, and additional administration staff.

The practice is part of a wider network of GP practices, East Devon Health federation.

The index of multiple deprivation 2015, which is the official measure of relative deprivation for areas in England, ranks the practice as seven (with one being the most deprived and ten the least).

The practice offered proactive, personalised care to meet the needs of the older people in its population. The practice had a large percentage of older patients. 18% of the practice population was aged 75 years and over.

The practice is a training practice for medical students and doctors undertaking general practice speciality training. At the time of the inspection, one GP registrar (a trainee GP) was working at the practice.

Changes at the practice since the previous CQC inspection in 2015 included the closure of Seaton hospital beds, increased working with urgent community response teams, additional GPs and an advanced nurse practitioner, greater extended hours and improved access. The practice had joined East Devon Health federation and was also planning a building extension, taking account of a growing patient list.

The practice has opted out of providing Out Of Hours services to their own patients. Patients can access a local Out Of Hours GP service via NHS 111.

Further information is online at [www.seatonandcolytonmedicalpractice.nhs.uk](http://www.seatonandcolytonmedicalpractice.nhs.uk)