

# The Drayton Surgery




## Inspection report

280 Havant Road  
Drayton  
Portsmouth  
PO6 1PA  
Tel: 02392370422  
www.thedraytonsurgery.co.uk

Date of inspection visit: 27 April 2022  
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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 announced inspection at The Drayton Surgery on 27 April 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – Good (Carried over from the previous inspection)

Responsive - Good (Carried over from the previous inspection)

Well-led - Good

Following our previous inspection in November 2016 the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Drayton Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection focused on the key questions of Safe, Effective and Well-led. We also reviewed access arrangements following changes made during the COVID-19 pandemic. We carried forward the rating of Good for caring and responsive from the previous inspection.

## 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 staff interviews using video conferencing
- Completing 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
- Requesting evidence from the provider
- Inviting staff to complete and submit a questionnaire.

## 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.

# Overall summary

## **We have rated this practice as Good overall**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- 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-centred care.

We found no breaches of regulations.

The provider **should:**

- Continue to embed infection prevention and control procedures, including completing annual audits and any actions required and recommended from the audits.
- Continue to monitor and ensure staff complete mandatory training set by the practice
- Restart the 2022 appraisal programme
- Continue to implement the new safety alert log, replacing their current system
- Continue to promote cervical screening to achieve the 80% target
- Explore effective communication strategies that meet the needs of all staff to ensure they are aware of changes at the practice
- Resume regular meetings for different staff groups.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included 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 The Drayton Surgery

The Drayton Surgery is located on the northern edge of the city of Portsmouth, at:

280 Havant Road

Drayton

Portsmouth

Hampshire

PO6 1PA

The practice has a branch surgery at:

The Wootton Street Surgery

1 Wootton Street

Cosham

Portsmouth

Hampshire

PO6 3AP

The practice offers services from both a main practice and a branch surgery and we inspected both sites during this inspection. Patients can access services at either surgery.

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

The practice is situated within the Portsmouth Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS). This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called Portsmouth North Primary Care Network (PCN). This is made up of The Drayton Surgery, North Harbour Medical Group and Kirklands Surgery. The PCN's Medical Director is a GP partner at The Drayton Surgery.

Information published by Public Health England shows that deprivation within the practice population group is in the eight decile out 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 95.5% white and 2.4% Asian. The age distribution of the practice population differs from the local and national averages, with a higher proportion of older people and a lower proportion of people of working age.

The practice has six GP partners and five salaried GPs and a GP retainer on a fixed term post. The clinical team is supported by one long-term locum and, at the time of the inspection, two trainee GPs. The practice has five advanced nurse practitioners, five practice nurses, five healthcare assistants and two GP assistants. The clinical team are supported by a practice business manager, an operations manager, a management assistant, a nurse manager, a patient services manager and a team of 30 receptionists and administration support staff. This includes a dedicated Quality and Outcomes Framework administration team. The practice also has a prescribing team.

The practice is open Monday to Friday 8am to 6.30pm. Phone lines are open from 8am to 6.30pm Monday to Friday (excluding public holidays). The practice doors open at 8.00am. GP appointments are available Monday to Friday and the practice offers extended hours GP appointments on Monday evenings between 6.30pm and 8pm and on Tuesday mornings between 7.30am and 8am.

The practice has opted out of providing out-of-hours services to their own patients and refers them to the Out of Hours service via the NHS 111 service. The practice also uses the Acute Visiting Service run by the Portsmouth Primary Care Alliance, of which they are a member.