

# Pewsey Surgery

## Quality Report

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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 service

Good



Are services safe?

Good



Are services responsive to people's needs?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

When we visited Pewsey Surgery on 3 December 2015 to carry out a comprehensive inspection, we found the practice was not compliant with the regulation relating to good governance. Overall the practice was rated as requires improvement.

We found the practice required improvement for the provision of safe services because management systems to identify, assess and manage environmental risks to patients were weak. For example they did not have a health and safety policy.

We found the practice required improvement for the provision of services responsive to people's needs because patient feedback about the availability of appointments was not always positive and although the practice had taken action to address this it was too early to tell whether the action identified had made a difference.

Following the inspection the provider sent us an action plan that set out the changes they would make and subsequently supplied information to confirm they had completed the actions.

This focused inspection was undertaken to ensure that the practice was meeting the regulation previously

breached. For this reason we have only rated the location for the key questions to which this related. This report should be read in conjunction with the full inspection report of January 2016.

We found the practice had made improvements since our last inspection. The information we received enabled us to find the practice was meeting the regulation that it had previously breached.

Specifically Pewsey Surgery:

- Had an up-to-date health and safety policy and a range of risk assessments in place to monitor safety of the premises, such as a fire risk assessment.
- The latest NHS GP survey shows that patient satisfaction with how they could access care and treatment was comparable to the national average.

The areas where the provider should make improvement are:

- The practice should continue to monitor the ability of its patients being able to access appointments in a timely fashion.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### Are services safe?

Good



The practice had an up-to-date health and safety policy and a range of risk assessments in place to monitor safety of the premises, such as a fire risk assessment.

### Are services responsive to people's needs?

Good



The latest NHS GP survey shows that patient satisfaction with how they could access care and treatment was comparable to the national average. For example, 68% of patients said they could get through easily to the surgery by phone compared to the national average of 73% and represents a 7% increase from the practice scores in the previous survey.

# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

<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>	

# Pewsey Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

This desktop inspection was undertaken by a CQC inspector.

### Why we carried out this inspection

We carried out a comprehensive inspection on 3 December 2015 and published a report setting out our judgements. We asked the practice to send a report of the changes they would make to comply with the regulation they were not meeting. We have followed up to make sure the necessary changes had been made and found the practice was meeting the fundamental standards included within this report.

This report should be read in conjunction with the full inspection report. We have not revisited Pewsey Surgery as part of this review because the practice was able to demonstrate compliance without the need for an inspection. We inspected this service as part of our new comprehensive inspection programme.

### How we carried out this inspection

Before undertaking this focused inspection, we reviewed a range of information that we hold about the practice and asked other organisations to share what they knew. We reviewed the information sent to us by the practice relating to patient feedback and the management of environmental risks. We did not visit the practice again because they were able to demonstrate that they had taken action to address the breaches of regulation found during the inspection of December 2015.

The practice had previously been rated as good in delivering effective, caring and well led services. Therefore we focused our review on the question of:

- Is it safe?
- Is it responsive?

We did not revisit our rating of good for specific groups of people and what good care looks like for them. The population groups are:

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

# Are services safe?

## Our findings

### Monitoring risks to patients

When we visited the practice in December 2015 we found risks to patients that could arise from the practice environment were not well managed.

- The practice did not have an up to date health and safety policy. However, there was a health and safety executive poster in the staff office. The practice had completed a fire risk assessment but this could not be found on the day of inspection. We noted that advice on fire safety had been taken because fire extinguishers had been relocated and we could identify the sites from which they had been moved.

- The practice had not carried out the recommended range of risk assessments to monitor safety of the premises. For example, the building had not been assessed for access or trip hazards and there had been no risk assessment of substances hazardous to health.

Following publication of our report of the inspection the practice told us in their action plan that they would develop and adopt a Health & Safety policy suitable for the service, ensure all appropriate health and safety risk assessments had been carried out. Subsequently they provided us with a copy of their Legionella building survey and risk assessment, Health & Safety Policy and evidence that the appropriate health and safety risk assessments had been carried out. This included a risk assessment of substances hazardous to health (COSHH) and a fire risk assessment.

# Are services responsive to people's needs?

(for example, to feedback?)

## Our findings

### Access to the service

When we inspected the practice in December 2015 we found patients responding to the national GP patient survey showed that patient's satisfaction with how they could access care and

treatment was below local and national averages. The practice was aware of this feedback and had taken action to address it. At the time of our inspection it was too early to tell whether the action identified had made a difference and we were unable to evaluate if it met patient demand and improved patient perception of the practice being responsive to their appointment needs.

Following publication of our report of the inspection the practice told us in their action plan that they would evaluate the impact of changes already made to the appointment system and after a trial period of suitable length, carry out a patient survey. They would then evaluate this and consider whether further changes or other measures needed to be introduced.

Subsequently, the practice informed us their patient feedback scores had improved. We looked at the latest NHS GP survey which confirmed the following,

- 68% of patients said they could get through easily to the surgery by phone which is a 7% increase from the previous patient survey and is below the Clinical Commissioning Group (CCG) average of 80% and national average of 73%.
- 73% of patients were satisfied with the practice's opening hours which is a 7% increase from the previous survey and is below the CCG average of 80% and national average of 78%.
- 74% of patients said that last time they wanted to see or speak to a GP or nurse they were able to get an appointment which is 7% increase from the previous survey and is comparable to the CCG average of 84% and national average of 76%.

The practice was in the process of conducting it's own survey using the same NHS GP survey questions and although not yet complete the responses received so far suggested patient feedback was continuing to improve.