

# Morrab Surgery





## Inspection report

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

Date of inspection visit: 22 February 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 focused inspection at Morrab surgery on 22 February 2022. The practice had previously been inspected in December 2019, when it was rated good overall with the exception of effective which was rated as requires improvement. This was because the domain was affected by ratings of two population groups; working age people and people experiencing poor mental health.

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

## Why we carried out this inspection

We undertook this inspection at the same time as CQC inspected a range of urgent and emergency care services in Cornwall. To understand the experience of GP Providers and people who use GP services, we asked a range of questions in relation to urgent and emergency care. The responses we received have been used to inform and support system-wide feedback.

## 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
- A site visit

## 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.

## 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

# Overall summary

- 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.
- Staff had completed training relevant to their role.
- The practice routinely reviewed the effectiveness and appropriateness of the care provided.

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

- Have a formal process to demonstrate how they assured the competence of staff employed in advanced clinical practice, for example, nurses, paramedics, pharmacists and physician associates.
- Continue to increase the uptake of cervical screening and childhood immunisations.
- Have a documented process for recording the cold chain from vaccines entering the premises to being refrigerated.
- Support and promote the development of the Patient Participation Group (PPG).

**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

## 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 Morrab Surgery

Morrab Surgery is located in Penzance at:

2 Morrab Road

Penzance

Cornwall

TR18 4EL

The practice has a branch surgery and dispensary at:

Pendeen Surgery

Boscaswell Downs

Pendeen

Cornwall

TR19 7DN.

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 and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Kernow Clinical Commissioning Group (CCG) and delivers Personal Medical Services (**PMS**) to a patient population of about 10,116. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices which makes up Penwith Primary Care Network (PCN).

The Provider is a partnership of two GP's who registered with the CQC in April 2013.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 0.8% Asian, 97.7% White, 1.1% Mixed, and 0.3% Other.

Male life expectancy is 79 years and female life expectancy is 83 years in line with the national average.

There is a team of five GPs who provide cover at both practices. The practice has a team of nurses consisting of advanced nurse practitioners, nurse practitioner, acute illness nurse and a practice nurse who provide nurse led clinics for long-term condition, acute illness and home visits. There are three health care assistants who support the clinical team. The surgery also employs a pharmacist and first contact physiotherapist. The GPs are supported at the practice by a team of reception / administration staff. The practice manager, deputy practice manager and assistant practice manager are based at the main location to provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery dependent on opening arrangements.

The surgery provides 24 hour klinik access 365 days a year. Klinik is an online service for requesting GP advice which is checked daily surgery opening hours and response time depending on clinical need is within five days.

Extended access is provided by Cornwall Health Care, where late evening and weekend appointments are available. Out of hours services are provided by Cornwall Health Care via 111.