

Ludlow - Portcullis

Inspection report

Portcullis Surgery
Portcullis Lane
Ludlow
SY8 1GT
Tel:

Date of inspection visit: 27 April 2022
Date of publication: 09/06/2022

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 to people's needs?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Ludlow-Portcullis Surgery on 27 April 2022. Overall, the practice is rated as Good.

The ratings for each key question are:

Safe - Good

Effective – Good

Caring – Good

Responsive – Outstanding

Well-led – Good

Why we carried out this inspection

This comprehensive inspection was carried out following changes to provider registration and legal entity of the practice. This was the first inspection since this change.

The full reports for previous inspections can be found by selecting the 'all reports' link for Ludlow-Portcullis on our website at www.cqc.org.uk

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
- Staff feedback questionnaires

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

Overall summary

- 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. Patient feedback was very positive about the care received.
- 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-centre care.
- The practice demonstrated a strong focus on continuous learning, improvement, innovation and research.
- We identified shortfalls in way the practice had obtained satisfactory evidence of staff conduct in previous employment.

We rated the practice as outstanding for providing a responsive service because:

- The practice had responded to the needs of its population by delivering services differently. For example, virtual education meetings had been arranged to provide information about Covid-19 and vaccines for patients.
- Weekly virtual education sessions had also been arranged for students aged 13 to 19 years old during the lockdown period January to April 2021. The practice offered work experience placements.
- The two practice funded counsellors volunteered extra hours during the pandemic to provide extra support for patients affected by the lockdowns. Virtual specialist group counselling sessions had also been set up to meet the needs of patients.
- Patients were very positive about access to appointments at the practice. All four indicators from the national GP survey were above the local and national averages with 88% of respondents stating they were satisfied with the appointment offered and 93% stating it was easy to get through to the GP practice on the telephone.
- The registered manager worked with local councillors and led on the creation of a community initiative, which was known as “Pulling Together Ludlow”.
- The practice launched a campaign to identify patients who needed prioritising to ensure that their waiting times for secondary care was minimised.

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

- Obtain satisfactory evidence of conduct in previous employment and full employment history, with a satisfactory written explanation of any gaps in employment, prior to staff commencing employment.

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 and was supported by a second 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 Ludlow - Portcullis

Ludlow-Portcullis Surgery is located in Ludlow:

Portcullis Surgery

Portcullis Lane

Ludlow

SY8 1GT

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.

The practice is situated within the Shropshire Telford and Wrekin 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 South West Shropshire Primary Care Network (including Station Drive, Clun, Craven Arms, Bishops Caste, Church Stretton practices)

The practice operates from their purpose-built property, which has been expanded and refurbished. The practice has a registered patient list size of 7,634. The practice is in an area considered as sixth less deprived when compared nationally.

According to the latest available data, the ethnic make-up of the practice area is 0.6% Asian, 98.5% White, 0.1% Black and 0.7% Mixed.

The practice staffing comprises:

- Three GP partners (one male, two female)
- Two salaried GPs (one male, one female).
- Three advanced nurse practitioners (one is a partner)
- Two diabetic specialist practitioners
- Two practice nurses
- Two student nurse mentors
- One health care assistant
- Two practice counsellors
- A practice manager, Human Resources manager, office manager and a team of administrative and reception staff

The practice is open between 8.30am to 6pm Monday to Friday, and from 6.30pm and 8pm on Monday, Tuesday and Wednesday evenings. Saturday appointments are available between 8.30am to 12.30pm 1 or 2 Saturday morning per month.

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by Shropdoc via NHS 111.

Further information is available on the practice website <https://portcullis-surgery.co.uk/>