

# St Saviours Surgery

## Inspection report

St. Saviours Surgery

Merick Road

Malvern

Worcestershire

WR14 1DD

Tel: 01684572323

<http://www.stsaviourssurgery.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



# Overall summary

We carried out a comprehensive inspection at St Saviours Surgery on 5 March 2019. The practice was rated good overall with requires improvement in safe. This was because there was an ineffective system in place to manage and monitor emergency medicines. We found that a number of emergency medicines were not held by the practice and no risk assessments had been completed to determine their rationale. In addition, some medicines were in the process of being ordered by the practice, however two of the recommended medicines were found to be out of date. On the day of our inspection, the practice took immediate action in relation to this finding to reduce any risks to patients. We have carried out a desk top review to follow up on this breach of regulation on 23 March 2020. Another area where we suggested improvement was to ensure that staff remained up to date with training considered essential by the practice.

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 now rated this practice as good in safe.**

We found:

- The practice now has a system in place to manage and monitor emergency medicines.
- The practice had a new training matrix in place and regular checks to ensure compliance.

**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.

## Background to St Saviours Surgery

St Saviours Surgery is located in a purpose-built building in Malvern Link, Worcestershire. 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.

St Saviours Surgery is situated within the South Worcestershire Clinical Commissioning Group (CCG) and provides services to 4,633 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. Parking is available on-site and a chaperone service is available for patients who request the service. This is advertised throughout the practice.

The practice has three GP partners (two male and one female), three practice nurses and one health care assistant. The clinical team is supported by a practice manager, two reception managers and a team of administrative and reception staff. The practice is a training practice and regularly hosts trainee GPs.

There are higher than average number of patients between the ages of 45-64. The National General Practice Profile states that 97% of the practice population is from a white background with a further 3% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open between 8am and 6.30pm Monday to Friday. Pre-bookable appointments are available one Saturday per month between 8.30am and 3.30pm. Home visits are available for patients who are too ill to attend the practice for appointments.

The practice does not provide out of hours services to their own patients. When the practice is closed patients are directed to contact Care UK via NHS 111.

The practice website can be viewed at: <http://www.stsaviourssurgery.nhs.uk>.