

# St Peters Surgery

## Quality Report

49-55 Portsmouth Road

Woolston

Southampton

SO19 9RL

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Website: [www.stpeterssurgery.nhs.net](http://www.stpeterssurgery.nhs.net)

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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



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

When we visited St Peter's Surgery on 18 October 2016 to carry out a comprehensive inspection we rated them as good overall. However, we found the practice required improvement for the provision of safe services and said they must:

- Ensure a comprehensive fire risk assessment is completed and actions are taken to improve fire safety.
- Ensure an effective business continuity plan is completed and maintained so emergencies can be effectively managed.

We also said they should;

- Review the processes for the identification and support of patients who may also have caring responsibilities, so that their needs are appropriately met.
- Review the processes for checking emergency equipment and medicines.
- Continue to review arrangements for routine appointments to give patients access in a timely way.

This inspection was an announced focused inspection carried out on 31 May 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we

identified at our previous inspection. This report covers our findings in relation to those requirements. This report should be read in conjunction with the full report of our inspection on 18 October 2016, which can be found on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The practice is now rated as good for the provision of safe services. Overall the practice rating remains as good.

Our key findings were as follows:

- The practice sent us a comprehensive fire risk assessment that met the regulatory requirements.
- The practice had a business continuity plan that set out how they would respond to major incidents such as flooding or IT failure to minimise service disruption.
- The practice had an appropriate system to ensure all emergency medicines and equipment was in date and suitable for use.
- The practice had reviewed their arrangements for routine appointments to give patients access in a timely way. We were told the practice reviewed this regularly and we saw evidence to confirm this.
- The practice had reviewed how they identified and supported patients who may also have caring responsibilities. At our previous inspection in October we saw 15 patients had been identified as carers. On

# Summary of findings

this inspection we saw the practice had identified 35 patients as carers. This equates to 0.7% of the practice list. However, it is estimated that 10% of patients are carers. Therefore:

One area where the practice should make improvement is:

- To continue to work to identify and supported patients who may also have caring responsibilities.

**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?**

#### **What we found at our previous inspection**

When we visited St Peter's Surgery on 18 October 2016, we found the practice required improvement for the provision of safe services.

#### **What we found at this inspection**

We undertook this focused follow up inspection of the service to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements. Specifically we found:

- The practice sent us a comprehensive fire risk assessment.
- The practice had a business continuity plan that set out how they would respond to major incidents such as flooding or IT failure to minimise service disruption.

The practice is now rated as good for the provision of safe services.

**Good**



# St Peters Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This focussed inspection was undertaken by a CQC inspector and an Assistant Inspector

## Background to St Peters Surgery

St. Peter's Surgery is located in a residential area of Woolston, Southampton. The practice is based in a purpose built centre built in 1996. All of the 11 treatment and consulting rooms are located on the ground floor. The first floor is accessible by staff only and is used for management and administrative duties. The waiting area in the practice is large, bright and airy and has a children's play area and a range of seating including high-backed chairs.

The practice provides services under a NHS General Medical Services contract and is part of NHS Southampton City Clinical Commissioning Group (CCG). The practice has approximately 5,300 patients registered most of whom live within a four mile radius of the practice.

The practice is located in an area considered to be in the fourth most deprived band out of ten for England. The average life expectancy for both males and females is comparable to local and national averages. A total of 65% of patients at the practice are working or are in full-time education compared to the national average of 60%. The practice population has a similar number of patients with a long-standing health condition compared to the national average. A total of 49% of patients registered at the practice have a long-standing health condition compared to the national average of 54%.

The practice has two male GP partners as well as employing a regular female locum GP. Together, the GPs provide care equivalent to approximately three full-time GPs. A practice nurse and a health care assistant, both of whom are female, also provide a range of services to patients such as wound care and long-term condition reviews. Together the nurses are equivalent to approximately 1.5 full time nurses. The clinical team are supported by a practice manager, two administrative staff, six receptionists and a cleaner. The practice is also a training practice for doctors training to be GPs (GP registrars). At the time of our inspection, the practice was supporting three GP registrars.

The practice is open from 8.30am until 6.30pm Monday to Friday. The practice phone line is open from 8am until 8.30am Monday to Friday for emergency calls. The reception desk closes for lunch at 12.45 and re-opens at 1.45pm. Phone lines for emergency calls, remain open during this time. Morning appointments are available between 8.30am and 12.30pm daily. Afternoon appointments are available from 2pm until 6.30pm daily. Extended hours appointments are offered on Wednesdays and Thursdays from 7am until 8am and on Saturday mornings from 8am until 11am approximately every six weeks. St. Peters Surgery 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 or the Minor Injuries Unit based in Southampton.

We carried out our inspection at the practice's only location which is situated at:

- 49-55 Portsmouth Road, Woolston, Southampton, SO19 9RL

# Detailed findings

## Why we carried out this inspection

We undertook a comprehensive inspection of St Peter's Surgery on 18 October 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. Overall the practice was rated as good. The full comprehensive report following the inspection on 18 October 2016 can be found by selecting the 'all reports' link for St Peter's Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of St Peter's Surgery on 31 May 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

Before visiting,

- We asked the practice to send us evidence they had carried out the actions set out in the action plan they sent us after our inspection in October 2016.
- We reviewed a range of information we hold about the practice.
- We reviewed a range of evidence sent to us by the practice, such as minutes of meetings and revised policies.

We carried out an announced focused visit on 31 May 2017. During our visit we:

- Spoke with the lead GP and the practice manager.
- Looked at facilities and equipment.
- Looked at information the practice used to deliver care and treatment plans.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

### What we found at our previous inspection

When we visited St Peter's Surgery on 18 October 2016 to carry out a comprehensive inspection we rated them as good overall. However, we found the practice required improvement for the provision of safe services and said they must:

- Ensure a comprehensive fire risk assessment is completed and actions are taken to improve fire safety.
- Ensure an effective business continuity plan is completed and maintained so emergencies can be effectively managed.

### What we found at this inspection

We undertook a focused follow up inspection of the service on 31 May 2017 to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements. The practice is now rated as good for the provision of safe services.

### Overview of safety systems and process

On the day of our inspection the practice had a comprehensive fire risk assessment. However, it did not make specific reference to those at special risk such as children and the disabled as required by the regulations. When we pointed this out the practice took action to correct this and the next day sent us a revised comprehensive fire risk assessment.

### Arrangements to deal with emergencies and major incidents

The practice had a business continuity plan that set out how they would respond to major incidents such as flooding or IT failure to minimise service disruption. The plan was kept in both paper and electronic format and included contact details of staff and key service providers.