

# The Orchard Partnership, The Old Orchard Surgery

## Quality Report

Old Orchard Surgery  
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Wilton  
Salisbury  
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Website: [www.theorchardpartnership.co.uk](http://www.theorchardpartnership.co.uk)

Date of inspection visit: 27 April 2017  
Date of publication: 19/05/2017

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 well-led?

Good



# Summary of findings

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## Overall summary

### **Letter from the Chief Inspector of General Practice**

When we visited The Orchard Partnership, The Old Orchard Surgery on 28 September 2016 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 good.

We found the practice required improvement for the provision of well-led services because:

- The practice governance systems, specifically the communication systems, did not always operate effectively or consistently.
- The practice did not ensure that learning from complaints, significant events and alerts were adequately shared with all appropriate staff.

We also said the practice should:

- Review the safeguarding policy to ensure it includes reference to the legal framework for safeguarding.
- Ensure the practice's comprehensive business continuity plan includes contact numbers for staff.
- Ensure all staff receives an appraisal every 12 months.
- Ensure they have adequate systems in place to ensure all emergency medicines are in date and suitable to use.

We undertook an announced focused inspection on 27 April 2017 to ensure the practice was meeting the regulation previously breached. For this reason we have only rated the location for the key question to which this relates. This report should be read in conjunction with the full report of our inspection on 31 August 2016, which can be found on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our key findings were as follows:

- The practice had implemented a new communication policy and procedure to ensure communications, including learning events, complaints and significant events were shared appropriately across their four sites.
- The practice had revised their procedures to ensure learning was shared effectively across all sites.
- The practice had updated its business continuity plan to include all staff contact numbers and their safeguarding policy to ensure it included reference to the legal framework for safeguarding.
- The practice had revised their governance arrangements surrounding the management of emergency medicines to ensure they were all in date and suitable for use.
- All staff had received an appraisal in the last 12 months.

# Summary of findings

**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 well-led?**

When we visited The Orchard Partnership, The Old Orchard Surgery on 28 September 2016 to carry out a comprehensive inspection, we found the practice required improvement for the provision of well-led services because:

- The practice governance systems, specifically the communication systems, did not always operate effectively or consistently.
- The practice did not ensure that learning from complaints, significant events and alerts were adequately shared with all appropriate staff.

We undertook a focused follow up inspection of the service on 27 April 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. We saw evidence that;

- The practice had implemented a new communication policy and procedure to ensure communications, including learning events, complaints and significant events are shared appropriately across their four sites.
- The practice had revised their procedures to ensure learning was shared effectively across all sites. They had introduced a twice yearly governance meeting for all GPs and senior management, a twice yearly, half-day governance meeting for all staff and a quarterly newsletter for learning and development topics.

The practice is now rated as good for providing well-led services.

Good



# Summary of findings

## The six population groups and what we found

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

### Older people

The provider had resolved the concerns for well-led identified at our inspection on 28 September 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### People with long term conditions

The provider had resolved the concerns for well-led identified at our inspection on 28 September 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### Families, children and young people

The provider had resolved the concerns for well-led identified at our inspection on 28 September 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### Working age people (including those recently retired and students)

The provider had resolved the concerns for well-led identified at our inspection on 28 September 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### People whose circumstances may make them vulnerable

The provider had resolved the concerns for well-led identified at our inspection on 28 September 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for well-led identified at our inspection on 28 September 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



# The Orchard Partnership, The Old Orchard Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This focussed inspection was undertaken by a CQC inspector.

### Background to The Orchard Partnership, The Old Orchard Surgery

The Orchard Partnership, The Old Orchard Surgery operates across four surgeries on the southern edge of Salisbury Plain in Wiltshire. It is one of the practices within the Wiltshire Clinical Commissioning Group and has approximately 10,800 patients.

The area the practice serves has relatively low numbers of people from different cultural backgrounds and is in the low range for deprivation nationally, (although it is important to remember that not everyone living in a deprived area is deprived and that not all deprived people live in deprived areas). The practice has a higher than average number of patients over 40 years old.

The practice provides a number of services and clinics for its patients including childhood immunisations, family planning, minor surgery and a range of healthy lifestyle management and advice including asthma management, diabetes, heart disease and high blood pressure management; travel immunisations, advice on weight, diet and smoking cessation.

There are eight GP partners and two salaried GPs, four male and six female, making a full time equivalent of seven doctors. They are supported by eight practice nurses, five health care assistants and an administrative and dispensing team of 37 staff led by the practice manager.

The three branch surgeries are up to 12 miles from the main surgery and operate relatively independently in relation to staff and opening hours which are detailed on the practice website. The main surgery in Wilton is open between 8am and 6.30pm every weekday. GP appointments are available 8.30am to 11.30am and 4pm to 6pm every weekday. Extended hours appointments are offered from 6.30pm to 7.30pm on Monday to Thursday and on alternate Tuesday and Wednesday mornings from 7am to 8am.

Appointments can be booked over the telephone, on-line or in person at the surgery.

When the practice is closed, patients are advised, via the practice's website that all calls will be directed to the out of hours service. Out of hours services are provided by Medvivo.

The practice has a General Medical Services contract to deliver health care services. This contract acts as the basis for arrangements between NHS England and providers of general medical services in England.

The practice provides services from the following sites:

- The Old Orchard Surgery, South Street, Wilton, Salisbury, SP2 0JU
- Cherry Orchard Surgery, Codford, St Mary, Warminster, Wiltshire, BA12 0PN
- Spring Orchard Surgery, High Street, Fovant, Salisbury, Wiltshire, SP3 5JL

# Detailed findings

- Till Orchard Surgery, High Street, Shrewton, Wiltshire, SP3 4BZ

## Why we carried out this inspection

We undertook a comprehensive inspection of The Orchard Partnership on 28 September 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 28 September 2016 can be found by selecting the 'all reports' link for The Orchard Partnership on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of The Orchard Partnership on 27 April 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 September 2016.
- We reviewed a range of information we hold about the practice and asked other organisations to share what they knew.
- 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 27 April 2017. During our visit we:

- Spoke with a range of staff, including two GPs and the practice manager.
- Distributed and received back 17 staff questionnaires
- Visited all practice locations
- 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 well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

## Our findings

### What we found at our previous inspection

When we visited The Orchard Partnership, The Old Orchard Surgery on 28 September 2016 to carry out a comprehensive inspection, we found the practice required improvement for the provision of well-led services because:

- The practice governance systems, specifically the communication systems, did not always operate effectively or consistently.
- The practice did not ensure that learning from complaints, significant events and alerts were adequately shared with all appropriate staff.

We also said the practice should:

- Review their safeguarding policy to ensure it includes reference to the legal framework for safeguarding.
- Ensure the practice's comprehensive business continuity plan includes contact numbers for staff.
- Ensure they have adequate systems in place to ensure all emergency medicines are in date and suitable to use.

### What we found at this inspection

#### Governance arrangements

We saw evidence the practice had reviewed their governance procedures following our inspection in September 2016 and had implemented a number of changes to improve their performance.

- The practice had implemented a new communication policy and procedure to ensure communications, including learning events, complaints and significant events were shared appropriately across their four sites. This new policy had been introduced to staff following

discussions at partner meetings and team meetings. We saw evidence the practice had completed an audit of the new policy and procedure to ensure it was being followed.

- The practice had revised their procedures to ensure learning was shared effectively across all sites. They had introduced a twice yearly governance meeting for all GPs and senior management and a twice yearly, half-day governance meetings for all staff.
- In addition to a regular weekly newsletter the practice had introduced a quarterly newsletter for learning and development topics, which included learning points from complaints and significant events.
- The practice had revised how they ensured patients with long term conditions had their conditions reviewed. They had adopted a centralised system to ensure the process was the same at all four surgeries and could be more effectively monitored.
- The practice had updated its business continuity plan to include all staff contact numbers.
- The practice had updated its safeguarding policy to ensure it included reference to the legal framework for safeguarding.
- The practice had revised their governance arrangements surrounding the management of emergency medicines to ensure they were all in date and suitable for use. They had introduced a computerised system which would alert management if a routine check had not been completed.

#### Leadership and culture

As part of our inspection we distributed 17 questionnaires to staff at all four of the practice sites and 17 completed questionnaires were returned. Staff said there had been an improvement in communications since our last inspection and they felt the management was open and transparent. Most staff felt their views were listened to and acted on, and seven staff gave examples of this.