

# Royal Crescent Surgery

## Inspection report

25 Crescent Street  
Weymouth  
DT4 7BY  
Tel: 01305774466

Date of inspection visit: 17 November 2022  
Date of publication: 10/02/2023

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

Outstanding



Are services safe?

Good



Are services effective?

Good



Are services caring?

Inspected but not rated



Are services responsive to people's needs?

Inspected but not rated



Are services well-led?

Good



# Overall summary

We carried out an announced focused inspection at Royal Crescent Surgery on 17 November 2022. Overall, the practice is rated as Good. However, their rating of outstanding remains due to the carry over from caring and responsive.

We have rated the domains as:

Safe - Good

Effective - Good

Caring - Not inspected, rating of Outstanding carried forward from previous inspection

Responsive - Not inspected, rating of Outstanding carried forward from previous inspection

Well-led - Good

Following our previous inspection on 4 April 2017 the practice was rated outstanding overall and for the **caring** and **responsive** domains because :

- The practice had developed a range of services to support some of the most vulnerable patients across Weymouth and Portland.
- The practice had developed a visiting team which consisted of a GP, nurse practitioners and a community matron for patients over 75 years of age.

The practice had developed a service called “Community Angels” . This was a joint venture between the practice and the local church. It provided a volunteer befriending service and transport for patients who were isolated. The surgery employed a co-ordinator to run the service.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Royal Crescent Surgery on our website at [www.cqc.org.uk](http://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 short site visit
- A Staff Questionnaire

# Overall summary

## 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 found that:

- There was an open and transparent approach to safety and an effective system in place for reporting and recording significant events.
- 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.
- 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.

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

- Continue to improve uptake of cervical screening
- Review systems to monitor patients on high risk medications (such as warfarin, lithium) prior to prescribing.
- The provider should monitor training to ensure all staff training is up to date.
- Continue to embed systems and processes to allow for effective monitoring of risk, for example acting on safety alerts.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector, and a second inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor and an inspector who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Royal Crescent Surgery

Royal Crescent Surgery is located in Weymouth at:

25 Crescent Street

Weymouth

Dorset

DT4 7BY

The practice has a branch surgery at:

Preston Road Surgery

102 Preston Road

Weymouth

Dorset

DT3 6BB

Tel: 01305 832203

[www.prestonroadsurgery.co.uk](http://www.prestonroadsurgery.co.uk)

We did not visit Preston Road Surgery as part of this inspection.

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 NHS Dorset Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 19,600. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. Royal Crescent and Preston Road Practice is a member of the Two Harbours Healthcare Ltd (Primary Care Network). Within this network the practice is able to deliver additional services to their patients such as leg clubs, a home visiting service and a frailty service for their patients residing in care homes.

Information published by Public Health England shows that deprivation within the practice population group is in the fifth decile (five of 10). The lower the decile, the more deprived the practice population is relative to others.

The practice is a training practice for registrars undertaking further training to become a GP.

There is a team of 17 GPs who provide cover at both practices. The practice team also consisted of one advanced nurse practitioner, six practice nurses who provide nurse led clinics for long-term conditions at both the main and the branch location and five healthcare assistants. The GPs are supported at the practice by a team of reception and administration staff. The practice manager, business administration manager and operations manager are based at the main location to provide managerial oversight.

The practice is open between 8:20am to 6:00pm Monday to Friday. The telephone lines are open from 8.30am to 6.30pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally at Weymouth Hospital. It is staffed by local GPs, nurse practitioners, practice nurses and health care assistants and provides a mixture of primary care appointments.

Out of hours services are accessed through telephoning NHS 111.