

Dr R W Shelly & Partners

Inspection report

Fair Oak Road
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced focused inspection at Dr RW Shelly & Partners on 25 April 2019. We decided to undertake an inspection of this service following our annual regulatory review of the information available to us. This inspection looked at the following key questions:

- Are services at this location effective?
- Are the services at this location responsive to patients' needs?
- Are the services at this location well-led?

The practice's annual regulatory review did not indicate that the quality of care had changed in relation to Safe and Caring. As a result, the ratings from the practice's previous inspection from 2014 still stand in those key questions.

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 rated this practice as good overall.

We rated the practice as **good** for providing effective and responsive services because:

- Patients received effective care and treatment that met their needs
- Complaints were addressed in a timely way and learnt from.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Patient feedback was mainly positive about the services provided by the practice.

We rated the practice as **requires improvement** for providing well-led services because:

- The overall governance arrangements were ineffective, especially in relation to oversight of safety alerts and the investigations of significant events.
- The practice was unable to demonstrate that its nurse practitioners were receiving appropriate formal clinical supervision.

The areas where the provider **must** make improvements are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Review the formal arrangements for the nurse practitioners to receive clinical supervision in line with the practice's newly revised policy.
- Review how clinical or non-clinical audits are identified and undertaken in order to drive improvement from within the practice.
- Continue to respond to patient feedback, especially in relation to patient satisfaction with appointment times and access to appointments.
- Review the arrangements for the patient participation group to provide feedback to the practice.

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice manager specialist advisor and a GP specialist advisor who was shadowing the team.

Background to Dr R W Shelly & Partners

Dr RW Shelly & Partners is located at Stokewood Surgery, Fair Oak Road, Fair Oak, Eastleigh, SO50 8AU. There is a pharmacy located next to the practice. The practice also has a branch site located at The Old Anchor Surgery, Riverside, Bishopstoke, Eastleigh, SO50 6LQ. We visited both sites for the purpose of this inspection.

The provider is registered with CQC to deliver the Regulated Activities at both sites for:

- Diagnostic and screening procedures,
- Family Planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury.

Dr RW Shelly & Partners is situated within the West Hampshire Clinical Commissioning Group (CCG) and provides services to approximately 17,600 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of GPs which registered with the CQC in 2013. The practice consists of seven GP partners, six salaried GPs, two nurse practitioners, four practice nurses, and five health care assistants. Alongside

the clinical team, a practice manager is supported by a reception manager, a facilities manager and a data manager who lead a team of receptionists, administrators and medical secretaries. The practice is a GP training practice and, at the time of inspection, had one GP Registrar attached to the practice. The practice is part of a GP Federation so an extended access service to GP services outside core hours is provided through this arrangement. Out of hours services are accessed by calling NHS 111. Details of these arrangements are listed on the practice's website.

There are higher than average number of patients over the age of 65, and fewer patients aged under 18 years than the national average. The National General Practice Profile states that 97% of the practice population is from a White background. Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <p>There was a lack of systems and processes established and operated effectively to ensure compliance with requirements to demonstrate good governance.</p> <p>In particular we found:</p> <ul style="list-style-type: none">• The practice's investigations of significant events were not thorough enough to have identified probable cause, nor was associated learning shared with all relevant parties.• Oversight of safety alerts was not in place to ensure appropriate actions had been fully undertaken and recorded. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>