

# Abbeywell Surgery

## Inspection report

The Abbey  
Romsey  
Hampshire  
SO51 8EN  
Tel: 01794512218  
www.abbeymeadsurgery.co.uk

Date of inspection visit: 22 August 2019  
Date of publication: 03/10/2019

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?

Good 

# Overall summary

Previously we carried out an announced comprehensive inspection at Abbeywell Surgery on 10 July 2018. We rated the practice good overall and requires improvement for providing effective services. We issued a requirement notice and asked the provider to take action.

In order to follow up on the regulation breach we completed a desk based follow up inspection in August 2019, where we requested information in order to determine whether the concerns we identified had been rectified. We did not visit the practice.

We based our judgement of the quality of care at this service on a combination of:

- Information provided to us by the practice.
- Information from our ongoing monitoring of data

We have rated this practice as good for the provision of effective services and the practice retained its overall rating of good from 2018.

We found that:

- Training was monitored to ensure staff had the awareness and skills they needed to provide care effectively and safely.

The provider also took action regarding other areas of improvement we asked them to consider but these areas did not form part of the regulatory breach and the associated requirement notice.

- The storage of medicines in fridges had been reviewed and new processes were in place. This ensured that staff were aware of their monitoring responsibilities. We saw evidence to demonstrate that fridge temperature records indicated medicines were being stored safely..

- Patient feedback regarding the appointment system had been reviewed again in 2019 and the practice was continuing to act on this. For example, a new appointment system had been implemented and programmes to communicate this with patients to help them navigate it had been underway. The new system went live in June 2019.

- Action had been taken to improve the uptake of childhood immunisations. This included more robust systems to recall children via guardians or parents who missed their vaccinations.

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