

Woodlea House Surgery

Inspection report

1 Crantock Grove
Castle Lane West
Bournemouth
Dorset
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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?	Good	

Overall summary

We carried out an announced focused inspection at Woodlea House Surgery on 29 January 2020 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection focused on the following key questions:

Is the service effective?

Is the service well led?

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

Is the service safe?

Is the service caring?

Is the service responsive?

The practice was previously inspected in September 2016 and the report published in November 2016 with an overall rating of Good and Good in each key question and population group.

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** for providing services because:

- The practice organised and delivered services to meet patients' needs.
- The number of complete cycle clinical audits processes was relatively low at the time of inspection.
- GPs met daily to complete administration, telephone calls and for peer review and communication. Locum GPs were provided with information packs.
- The practice was engaging well with other stakeholders and was in the process of merging with the south coast medical group.

- All staff we spoke with felt supported by the leadership team. The practice had shown great resilience in overcoming significant staffing changes in 2019.
- Patient feedback from a wide range of sources was very positive about the practice.
- The practice actively identified carers and had successfully identified 3% of their practice population, in order to provide them with appropriate support.
- The practice was dementia friendly and staff had received training in this area.
- The practice actively identified military veterans and had an armed forces covenant policy in order to ensure veterans received priority access to secondary care for any conditions relating to service to their country.

We rated the four population groups of older people, working age people, vulnerable people, families, children and young people, patients experiencing mental health issues including dementia as good.

We rated the population group of patients with long term conditions as requires improvement. This was because of higher than average exception reporting for patients with long term conditions. The practice acknowledged that it was in the process of improving its rates of exception reporting in the quality outcomes framework (QOF) for patients in this population group.

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

- Continue to review and improve its exception reporting for patients with long term conditions such as diabetes, asthma, COPD and hypertension.
- Continue to review and improve cervical cancer screening in line with national guidance.

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	Requires improvement 
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 and included a GP specialist advisor and a CQC inspection manager.

Background to Woodlea House Surgery

Woodlea House Surgery is located within the NHS Dorset Clinical Commissioning Group (CCG) area. It provides general medical services to approximately 3,738 patients.

The practice is situated in a two-storey building in a suburban area. The consulting and treatment rooms for the practice are situated on the ground floor. There is patient parking immediately outside of the practice with spaces reserved for those with disabilities.

Information published by Public Health England rates the level of deprivation within the practice population group as fourth on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. The practice age profile showed the practice population to be in line with national averages.

The practice is part of South Coast Medical Group, with the formal merger about to be completed on 1 April 2020. The practice has been able to access staff, support and resource from this large provider. The practice presently has a team of two GP partners and a salaried locum GP. The GPs are supported by a practice manager, two practice nurses, two advanced nurse practitioners, one pharmacist and additional reception and administration staff.

The practice is contracted to provide Primary Medical Services (PMS) and are registered with the CQC for the

following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

A range of services are provided including maternity care, childhood immunisations, chronic disease management, NHS travel immunisations and several enhanced services (enhanced services require an enhanced level of service provision above what is normally required under the core GP contract) including childhood immunisation, learning disability health checks and extended opening hours.

The practice is open daily between 8.30am and 6pm. Extended hours appointments are available from other locations within the South Coast Medical Group. Patients are triaged by a practice GP throughout the day and are sent text reminder messages about appointments.

Out of hour's services are not provided as these are provided by the NHS 111 service whose contact details are available in the practice and on the website.

The provider has one location and we inspected that location at:

1 Crantock Grove

Castle Lane West

Bournemouth

