

Lister House Surgery

Inspection report

The Common
Hatfield
Hertfordshire
AL10 0NL
Tel: 01707 283450
www.listerhouse.nhs.uk

Date of inspection visit: 24 Jan 2019
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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 comprehensive inspection at Lister House Surgery on 24 January 2019 as part of our inspection programme.

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 and good for all population groups.

We found that:

- 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.
- The practice organised and delivered services to meet patients' needs. 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-centred care.

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

- Continue to take steps to ensure staff immunisation checks are in place in accordance with national guidance.
- Ensure all emergency medicines held at the practice, including those that are kept in GPs' bags, are checked on a regular basis.
- Continue to develop the Patient Participation Group and improve levels of patient satisfaction particularly in relation to access.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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 adviser and a practice manager specialist adviser.

Background to Lister House Surgery

Lister House Surgery is located at The Common, Hatfield, Hertfordshire, AL10 0NL. The provider is registered with CQC to deliver five Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

Services are provided on a General Medical Services (GMS) contract (a nationally agreed contract) to approximately 12,825 patients. Lister House Surgery is located within the Hertfordshire local authority and is one of 55 practices serving the NHS East and North Hertfordshire Clinical Commissioning Group (CCG) area. The practice has one registered manager in place. (A registered manager is an individual registered with CQC to manage the regulated activities provided).

The practice team consists of six GP Partners; two of which are male and four are female. There are three practice nurses, a health care assistant, a practice manager and a team of reception and administration staff members.

The age of the practice population served is comparable to local and national averages. The practice has a slightly higher than average number of patients aged zero to 14 years old and a slightly lower than average number of patients aged 65 to 74 years old. The practice population is predominantly white British and has a black and minority ethnic population of approximately 23% (2011 census). Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to 10. Level one represents the highest levels of deprivation and level 10 the lowest.

The Out of Hours service is provided by Herts Urgent Care and can be accessed via the NHS 111 service. Information about this is available in the practice, on the practice website and on the practice telephone line.