

The Dorchester Road Surgery

Inspection report

179 Dorchester Road
Weymouth
DT4 7LE
Tel: 01305766472
www.dorchesterroadsurgery.co.uk

Date of inspection visit: 17 November 2022
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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?		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 comprehensive inspection at Dorchester Road Surgery on 17 November 2022. We inspected three key questions: Safe, Effective and Well-led. Ratings for Caring and Responsive were carried forward from the previous inspection in December 2016. Overall, the practice is rated as good

We have rated the domains as:

Safe - good

Effective - good

Caring - Not inspected, rating of Good carried forward from a previous inspection (2016)

Responsive - Not inspected, rating of Outstanding carried forward from a previous inspection (2016)

Well-led - good

The full reports for previous inspections can be found by selecting the 'all reports' link for Dorchester Road Surgery on our website at www.cqc.org.uk

We inspected three key questions: Safe, Effective and Well-led. Ratings for Caring and Responsive were carried forward from the previous inspection.

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

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

Overall summary

- information from the provider, patients, the public and other organisations.

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.
- 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.
- The practice routinely reviewed the effectiveness and appropriateness of the care provided.

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

- Complete infection control training for all staff.
- Continue to improve the uptake of cervical screening.

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 The Dorchester Road Surgery

Dorchester Road Surgery is located in Weymouth at:

177/179 Dorchester Road

Weymouth

Dorset

DT4 7LE

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.

The practice is situated within NHS Dorset Integrated Care Board (ICB) and delivers General Medical Services (GMS) to a patient population of about 6,500. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices. Dorchester Road Surgery 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 ulcer dressing 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 seventh decile (seven of 10). The lower the decile, the more deprived the practice population is relative to others.

There is a team of four GPs working at the practice. The practice has a team of two advanced nurse practitioners, three practice nurses who provide nurse led clinics for long-term conditions, and a phlebotomist. The GPs are supported at the practice by the practice manager and a team of reception/administration staff.

The practice is open between 8:15am – 6:15pm Monday to Friday. The telephone lines are open from 8.30am – 6.30pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

When the practice is closed the patients are provided with an alternative number to call for information.

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 GP services are accessed through telephoning NHS 111.