

Swan Medical Group

Inspection report

Swan Street
Petersfield
Hampshire
GU32 3AB
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www.swansurgery.co.uk

Date of inspection visit: 10 March 2020
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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

Outstanding 

Are services safe?

Good 

Are services effective?

Outstanding 

Are services caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Outstanding 

Overall summary

We carried out an announced inspection at Swan Medical Group on 10 March 2020 following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Are the services provided at this location effective?
- Are the services provided at this location responsive?
- Are the services provided at this location well-led?

The practice's annual regulatory review did not indicate that the quality of care had changed in relation to provision of Safe and Caring services. As a result, the ratings of 'good' from the practice's previous comprehensive inspection from 24 May 2016 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 Outstanding overall. We rated Effective, Responsive and Well Led as Outstanding.

We rated all population groups in both Effective and Responsive as Outstanding.

We rated the practice as Outstanding because:

- Comprehensive and successful leadership strategies that prioritised high quality care were in place.
- The practice's vision was demonstrated through all aspects of care we reviewed on inspection.
- The practice demonstrated they valued their staff by looking after their wellbeing.
- Clear structures were in place to support effective governance.
- The practice was at the heart of primary care in the community, supporting a community hospital, two psychiatric units, a local school, other practices with a home visiting service, providing proactive leadership across the Primary Care Network (PCN) and engaging with clinical leadership at the Clinical Commissioning Group (CCG).
- There was a strong quality improvement culture. The practice focused on innovation and was continually seeking new ways to develop effective care pathways for patients. This was demonstrated in consistently positive patient outcome indicators.
- The practice's motto of 'Caring for you by knowing you' was embedded in care, reflected by staff and acknowledged by patients.
- The practice demonstrated they had plans in place to reach long term goals embracing partnerships in the local community to provide integrated care to patients at the highest level.
- The practice had strong access arrangements for patients, using a 'Direct to Doctor' system, patients were triaged on the day by their own GP and there was no wait for an appointment. There was consistent positive feedback from patients in relation to access arrangements at the practice.

Whilst we found no breaches of regulations, the areas where the provider **should** make improvements are:

- Continue to embed Mental Capacity Act training as part of a mandatory programme of training.
- Continue to improve uptake rate for cervical screening.

Overall summary

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 General Practice

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC inspector and included a second CQC inspector, a GP specialist advisor and a nurse specialist advisor.

Background to Swan Medical Group

Swan Medical Group is based in South East Hampshire and is spread across two sites.

The Petersfield site is located at:

Swan Surgery, Swan Street, Petersfield, Hampshire, GU32 3AB.

The Liphook site is located at:

Liphook Village Surgery, The Square, Liphook, Hampshire, GU30 7AQ

The local clinical commissioning group (CCG) is the NHS South Eastern Hampshire CCG. Swan Medical Group is registered with the Care Quality Commission to provide the following regulated activities:

- treatment of disease, disorder or injury
- diagnostic and screening procedures
- maternity and midwifery services
- surgical procedures
- family planning

Since the last inspection, Swan Surgery merged with Liphook Village Surgery in April 2017 to form Swan Medical Group increasing patient numbers to nearly 19,400. Since then the practice has experienced organic growth of over 1,000 patients. The practice now has approximately 20,450 registered patients.

The provider is a partnership of 10 GP partners (with a WTE of 9.25). The practice employs four salaried GPs and three GP retainers (with a WTE of 5.51). There are two paramedics, six practice nurses, four nurse practitioners, one clinical pharmacist and five health care assistants. The practice also employs a business manager, two operations managers, a human resources (HR) manager, a patient services manager, a data quality supervisor and a team of reception staff, administration staff and medical secretaries. The practice is a training practice for doctors training to be GPs.

The Liphook site is open Monday-Friday 8.00am to 6.30pm, with extended hours on a Tuesday until 7.30pm. The Petersfield site is open Monday to Friday 8.30am to 6.30pm with extended hours on Tuesday and Friday mornings from 7am and on Saturdays 8am to 11am. Patients can access extended hours appointments at the practice provided by the local GP federation on a Tuesday and Thursday between 6.30pm and 10.30pm and on Saturdays and Sundays between 8am and 10.30pm. Opening times information is provided in the practice leaflet and on the surgery website. Out of hours services can be accessed via the NHS 111 service.