

Emsworth Surgery

Inspection report

6 North Street
Emsworth
Hampshire
PO10 7DD
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www.emsworthsurgery.co.uk

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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?

Requires improvement 

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 Emsworth Surgery on 19 March 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. However, we rated Safe as Requires Improvement.

We rated the practice as **Requires Improvement** for providing safe services because:

- The practice did not ensure that all Patient Group Directions (PGDs) were appropriately authorised.
- The practice did not take appropriate action when fridge temperatures were recorded outside of the safe range.
- The practice did not have appropriate security to keep blank prescriptions safe from misuse.
- Emergency medicines were not available for every expected eventuality.
- Contaminated waste bins were locked but not secured.

We rated the following population groups as Good: people experiencing poor mental health, families, children and young people, people of working age, people whose circumstances make them vulnerable because:

- Childhood immunisation uptake rates were in line with the World Health Organisation (WHO) targets.
- The practice offered an extended hours service between 6.30pm and 7.30pm Monday to Thursday and between 7.30am and 8am Wednesday to Friday.
- The practice had appointed clinical leads for patients with dementia, carers and those who were veterans.
- Patients with a learning disability were visited in their own home rather than the practice to avoid distress.
- The practice had reduced its use of antipsychotic medicines for patients with dementia by developing a

‘Challenging behaviour formulary.’ This had resulted in an audited reduction in their use and improved GP notes regarding discussion of risks and benefits of the use of antipsychotic medicines.

- The practice worked with the PPG to reduce social isolation for elderly patients.

We rated the following population group as Requires Improvement: people with long term conditions, because:

- Exception reporting rates for long term conditions were high compared to the CCG and England averages. Although they had reduced as evidenced in recent reports provided by the practice, they remained high.

We rated the practice as **Good** for providing effective, caring, responsive and well-led services because:

- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- People were able to access care and treatment in a timely way.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way for service users by ensuring the proper and safe management of medicines.

(Please see the specific details on action required at the end of this report).

The areas where the provider **should** make improvements are:

- Review systems for the safe storage of clinical waste.
- The practice should have practice leaflets in other languages available in the waiting area.

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	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. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Emsworth Surgery

Emsworth Surgery is located at 6 North Street, Emsworth, PO10 7DD. It has a branch surgery; The George and Dragon Surgery located at The Square, Westbourne, Emsworth, PO10 8UE. We visited both locations during the inspection.

The practice provides services under a general medical services contract. The practice has approximately 12,700 registered patients with a slightly higher than average older people population and its patients are predominantly from a white British background. The practice is part of the NHS South East Hampshire Clinical Commissioning Group.

The practice is registered with the Care Quality Commission to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice's clinical team consists of seven partners, one salaried GP, one locum GP and two GP registrars which amounts to a whole time equivalent of 8.98 medical staff, one nurse practitioner, one paramedic practitioner, five practice nurses, one bank practice nurse, two health care assistants and a phlebotomist. The administration team is led by a practice manager and consists of two deputy practice managers, an IT manager, three medical secretaries, a reception supervisor, 10 medical receptionists, two bank receptionists, a prescriptions clerk and three administrators.

The practice has opted out of providing an out-of-hours service.

You can access practice information online at www.emsworthsurgery.co.uk.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>The practice had not ensured the proper and safe management of medicines.</p> <p>In particular we found:</p> <ul style="list-style-type: none">• Appropriate action had not been taken when medicine fridge temperatures were recorded outside of the safe range.• Patient group directions had not been appropriately authorised.• Blank prescription stationery was not monitored or kept safe to prevent misuse.• A practice nurse had only completed level one safeguarding training. The intercollegiate document states that nurses should be trained to level two or three depending on the scope of their role.