

# Chessel Practice

## Inspection report

Sullivan Road  
Southampton  
Hampshire  
SO19 0HS

Tel: 023 8044 3377

Website: [www.chesselpractice.nhs.uk](http://www.chesselpractice.nhs.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?

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 Chessel Practice on 27 March 2019 as part of our inspection programme.

This service was placed in special measures in September 2017. We found that the practice had improved when we undertook the follow up inspection on 20 February 2018.

However, the practice needed time to ensure that there was more evidence that the improvements were embedded properly and that the improvements were sustained.

At this inspection we saw that improvements had been maintained.

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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learnt from them and improved their processes.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment were delivered according to evidence-based guidelines.
- Staff involved and treated patients with compassion, kindness, dignity and respect.

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

- Review processes for the management and checks of locum GPs.
- Continue to maintain Quality Outcome framework performance.
- Continue to Improve patient feedback.

**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

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

## 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 Chessel Practice

Chessel Practice is located in a purpose-built medical centre at Sullivan Road, Sholing, Southampton, Hampshire. SO19 0HS.

This practice has a branch practice at 4 Chessel Avenue, Bitterne, Hampshire, SO19 4AA. During this inspection we did not visit the branch practice.

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. These are delivered from both sites.

Chessel Practice holds a NHS General Medical Services contract for the provision of primary care services, and there are two executive partners within the practice partnership. The partnership is responsible for the delivery of these core services and the employment of all the staff within the surgery.

The practice has five GPs, two female and three male either salaried or long-term locums. There is a lead nurse who is also an Advanced Nurse Practitioner and two nurses, one female and one male. Two Health Care Assistants and a phlebotomist all female.

The clinical team are supported by clinical support and medicines management team.

The administration team is made up of a Practice Manager, Reception Manager and 12 administrators and receptionists.

The practice website can be found at [www.chesselpractice.nhs.uk](http://www.chesselpractice.nhs.uk)

Chessel Practice has an NHS General Medical Services contract to provide health services to approximately 10,500 patients in and around the east of the city of Southampton and surrounding area. The practice covers an inner-city area with significant numbers of disadvantaged patients

and is in the fourth most deprived decile nationally. This practice has a high percentage of patients aged between 0-19 years and 70 years and over.

The practice has opted out of providing out-of-hours services to their own patients and refers them to the Out of Hours service via the NHS 111 service.