

Park and St Francis Surgery

Inspection report

Pilgrims Close
Chandlers Ford
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Date of inspection visit: 29 May 2019
Date of publication: 17/07/2019

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 focused inspection at Park & St Francis Surgery on 29 May 2019. We decided to undertake an inspection of this service following our annual regulatory review of the information available to us. This inspection looked at the following key questions:

- Are the services at this location safe?
- Are services at this location effective?
- Are the services at this location responsive to patients' needs?
- Are the services at this location well-led?

The practice's annual regulatory review did not indicate that the quality of care had changed in relation to the key question of caring. As a result, the rating from the practice's previous inspection from 2014 for caring remains unchanged.

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.

We found:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice recorded and reported significant events appropriately.
- Patients received effective care and treatment that met their needs.
- The practice had undertaken an audit of its Quality and Outcome Framework (QOF) codes which had improved its QOF data from 2017/18.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- The practice was accredited as Dementia, Learning Disability and Veteran Friendly and was looking to become the first practice locally to be LGBT+ Friendly to best meet the needs of its population.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The practice reviewed areas of business risk appropriately, for example in relation to an increase in practice population numbers following the closure of a local practice in 2017. The practice had inherited over 2,500 patients as a result.

We identified areas of outstanding practice:

- The practice had worked with patients with chronic pain to meet their needs. Opioid prescribing rates had reduced by 28%.
- The practice was a sessional research practice and employed a dedicated research nurse. The practice contributed to multiple research studies every year to improve the services and outcomes of primary care for all patients, not just those registered with the practice.

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

- Continue to work towards all staff receiving appropriate safeguarding training relevant to their role in line with the new national intercollegiate guidance.
- Continue to improve the practice's Quality and Outcome Framework data to be in line with local and national averages.
- Review how staff vaccination statuses are recorded.
- Continue to improve uptake for cervical screening to ensure the practice's meets the national target of 80%.
- Review how consent is recording in patient records to ensure all clinicians are compliant with the practice's own policies.

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

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 advisor, a practice manager specialist advisor and a second CQC inspector.

Background to Park and St Francis Surgery

Park & St Francis Surgery has two sites. The main surgery is located at St Francis Surgery, Pilgrims Close, Valley Park, Chandlers Ford, Eastleigh, Hampshire SO53 4ST. The other site is located at Park Surgery, Hursley Road, Chandlers Ford, Eastleigh, Hampshire, SO53 2ZH. There is a pharmacy located next door to St Francis Surgery.

The provider is registered with CQC to deliver the following Regulated Activities from both sites:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury.

Park & St Francis Surgery is situated within the West Hampshire Clinical Commissioning Group (CCG) and provides services to approximately 16,900 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of seven GPs who registered with the CQC in 2013. A further two GPs are applying to the CQC to be added to the practice's partnership registration. The practice also employs one salaried GP, one advanced nurse practitioner, one head of nursing lead, six practice nurses, a research nurse, a health care

assistant and a phlebotomist. The practice also employs a practice manager and an assistant practice manager who oversee a team of administrators, receptionists and medical secretaries. The practice is a GP training practice and, at the time of inspection, had two GP Registrars attached to the practice. (A GP Registrar is a qualified doctor who is training to become a GP). The practice is part of a GP Federation so an extended access service to GP services outside core hours is provided through this arrangement. Out of hours services are accessed by calling NHS 111. Details of these arrangements are listed on the practice's website.

There are lower than average number of patients aged 0-4 years of age. In all other age groups, the practice has a higher number of patients than the national average. The National General Practice Profile states that 92.5% of the practice population is from White background with a further 4.8% of the population originating from an Asian ethnic group. Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 84 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.