

Hungerford Surgery

Inspection report

The Croft
Hungerford
Berkshire
RG17 0HY
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www.hungerfordsurgery.co.uk

Date of inspection visit: 31 Oct 2019
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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive follow up inspection at Hungerford Surgery on 31 October 2019 as part of our inspection programme. We last inspected Hungerford Surgery on 25 September 2018 and we rated the practice Requires Improvement overall, with safe, effective and well-led rated as requires improvement. As a result of that inspection, two requirement notices were issued for breach of Regulation 17 (good governance) and Regulation 18 (staffing).

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.

Following this inspection, we have rated the practice as Good overall, but Requires Improvement for providing Effective services. Two out of six population groups have also been rated Requires Improvement.

We found that:

- The practice had made improvements to its oversight of monitoring of staff training.
- The practice now had a clear process in place for uncollected prescriptions and patients who had not collected prescriptions were followed up.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Staff feedback had improved and was positive and staff felt their concerns and suggestions were appropriately addressed.
- Practice policies were fully embedded, and the practice had a process to ensure policies were appropriately reviewed.
- The practice sought assurances that locum GPs had appropriate checks and training carried out prior to working at the practice.
- Appropriate risk assessments had been carried out and acted upon in a timely manner.

- The practice was taking appropriate steps to improve its uptake of cervical screening and childhood immunisations.
- The practice had improved its security for blank prescriptions and was adequately logged and monitored. However, the practice policy did not reflect national guidance for security of blank prescriptions taken on home visits.
- The practice was monitoring performance to improve outcomes for patients. However, there was limited monitoring of the outcomes in relation to exception reporting rates.

The practice was previously rated as Requires Improvement for the Effective domain. Although we saw significant improvement to the concerns raised around staff training at the last inspection, we continued rated the practice as Requires Improvement for providing effective services because:

- The practice had high exception reporting in some areas which were higher than local and national averages and the practice monitoring of exception reporting had not identified these as areas to review.

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

- Review practice policy for prescription security in line with national guidance to minimise potential loss when attending home visits.
- Review methods for monitoring exception reporting rates to improve practice performance to be in line with local and national averages.
- Continue to take steps to improve cervical screening and childhood immunisation results.

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	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)	Requires improvement 

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist advisor.

Background to Hungerford Surgery

Hungerford Surgery is located in a purpose-built medical centre. The practice area covers the town of Hungerford and neighbouring villages in the county of Berkshire, Wiltshire and Hampshire. The premises building is owned and maintained by the partners of the practice.

Hungerford Surgery is located at:

The Croft

Hungerford

Berkshire

RG17 0HY

The local Clinical Commissioning Group (CCG) is the Berkshire West CCG and the practice is a member of West Berkshire Rural Primary Care Network. Hungerford Surgery 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

The practice has approximately 7,500 registered patients. The practice has four GP partners and one salaried GP. All the GPs are female. There are three practice nurses and a phlebotomist. The non-clinical team include a practice manager, an office manager and an assistant practice manager who are supported by a team of reception, administration and secretarial staff.

The practice is open Monday to Friday between 8.00am and 6.30pm. The practice has opted out of providing out of hours services to their patients. Westcall are the providers of out of hours care for the practice.

Patients are advised to contact NHS 111 when the practice is closed, and this is displayed at the practice, in the practice information leaflet, on the practice website and on the practice telephone.