

Waterside Medical Practice

Inspection report

Hayling Island Health Centre
Elm Grove, Mengham
Hayling Island
Hampshire
PO11 9AP
Tel: 02392462719
www.watersidemedicalpractice.co.uk

Date of inspection visit: 22 October 2019
Date of publication: 21/11/2019

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 inspection of this service due to the length of time since the last inspection. At our last inspection, we rated the practice as good overall. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions: effective and well led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: safe, caring and responsive.

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. During our previous inspection we rated safe, caring and responsive as good. During this inspection we rated effective and well led as good. We rated the older people population group as outstanding.

We have rated the practice as good for providing effective services because:

- Patients' received care and treatment that met their needs and was delivered in line with evidence-based guidance. The practice reviewed the quality of care delivered.
- Staff received training to carry out their roles and worked well with other organisations.

- Staff were proactive in helping patients to live healthier lives.

We rated the practice as outstanding for the older people population group.

- The population of the practice was disproportionately older than the average for the CCG and the practice had focussed effective care to meet the needs of patient groups. The practice had developed a 'leg clinic' and 'leg club' which had enhanced care for older patients with leg wounds. Patients received a detailed program of care, which included a full vascular assessment, complimented by social support. Data demonstrated improved wound healing rates which had improved from 24 to 12 weeks. Survey data showed a positive impact on patient wellbeing.

We rated the practice as good for providing well led services because:

- There was compassionate, inclusive and effective leadership at all levels
- There was a demonstrated commitment to using data and information proactively to drive and support decision making
- The practice pro-actively engaged with staff and external partners to sustain high quality and sustainable care.

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	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 and included a GP specialist advisor and a second CQC inspector.

Background to Waterside Medical Practice

Waterside Medical Practice is located at Hayling Island Health Centre, Elm Grove, Mengham, Hayling Island, Hampshire, PO11 9AP.

The practice provides services under a general medical services contract. The practice has approximately 8,600 registered patients. The population includes a high percentage of patients over 65 years old and at 34.5% has the highest proportion of patients in this age group in the Clinical Commissioning Group. The practice is part of the NHS Fareham and Gosport 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 five partners, one salaried GPs and a GP retainer with a whole time

equivalent of 4.6, a nurse manager, a nurse prescriber, a practice nurse, a paramedic and two health care assistants. The administration team is led by a practice manager and deputy practice manager consists of a reception manager, a data and communications manager six receptionists, three receptionists and two medical secretaries.

In addition to the extended hours provided by the practice, an extended hours service was available to patients in the evening and at weekends provided by Southern Hampshire Primary Care Alliance (SHPCA). SHPCA is a GP federation of which the practice is a member.

The practice has opted out of providing an out-of-hours service. Patients requiring an out of hours service were advised to contact NHS 111.

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