

# Raymond Road Surgery

## Inspection report

The Surgery  
34 Raymond Road, Upper Shirley  
Southampton  
Hampshire  
SO15 5AL  
Tel: <xxxx xxxxx xxxxxx>  
www.raymondroadsurgery.nhs.uk

Date of inspection visit: 09/01/2019  
Date of publication: N/A (DRAFT)

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

<b>Overall rating for this location</b>	<b>Good</b>	
Are services safe?	<b>Good</b>	
Are services effective?	<b>Good</b>	
Are services caring?	<b>Good</b>	
Are services responsive?	<b>Good</b>	
Are services well-led?	<b>Good</b>	

# Overall summary

We carried out an announced comprehensive inspection at Raymond Road Surgery on 9 January 2019 as part of our inspection programme.

We last inspected this practice in November 2015 and rated the practice overall as good.

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. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Patient feedback regarding access was positive.

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

- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Produce more comprehensive minutes of meetings with actions and who is responsible to complete those actions.
- Continue to improve cervical screening uptake.
- Work to reduce the exception rates around Atrial Fibrillation in the Quality and Outcomes Framework.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## 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.

## Background to Raymond Road Surgery

Raymond Road Surgery is located at 34 Raymond Road, Shirley, Southampton. SO15 5AL. The surgery has good transport links and there is a pharmacy located nearby.

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.

The practice has an NHS General Medical Services contract to provide health services to approximately 4427 patients in and around the Shirley area of Southampton. The surgery is situated in Raymond Road off Hill Lane, Upper Shirley, Southampton. There is car parking to the front of the surgery. The surgery has four consulting rooms all of which are on the ground floor.

The practice is open between 8.00am and 6.30pm Monday to Friday. Appointments are available from 08.30am 12.30pm and 1.30pm to 6.30pm. Phone lines are open at 8:00am to book on the day appointments.

The Southampton wide Federation of GP Practices provided a comprehensive extended access service covering bookable appointments with GPs, Nurses, HCAs and Physiotherapists in one of their 'hub' surgeries from 18.30 until 21.00 including every Saturday, Sunday and Bank Holiday. It has therefore been decided that Brook House Surgery no longer needed to provide the Extended Hours.

The practice offered telephone consultation appointments with the GP or nurses which could be arranged via the reception team. The practice also offered home visits if required and appointments with the practice nurses if the patient felt they did not need to speak with a GP.

Urgent appointments were also available for people who needed them. Routine appointments could be made well in advance usually up to five weeks in advance and telephone appointments up to one week in advance.

Appointments could be made by phone, on line or by visiting the practice. The practice offered online booking of appointments and requesting prescriptions.

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.

The practice has two GP partners, both male and two female salaried GPs. The practice has access to two Advanced Nurse Practitioners, two practice nurses and two health care assistants. The GPs and the nursing staff are supported by a practice manager and a team of administration staff who carry out administration, reception, scanning documents and secretarial duties.

Since our last inspection Raymond Road, Shirley has begun working together with another local GP practice, Brook House. The two practices now have the same partners and were sharing policies. The staff were also starting to work across both sites.