

The Panton Practice

Inspection report

14 Gervis Road
Bournemouth
Dorset
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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 

Overall summary

This practice is rated as Good overall. (Previous rating April 2018 – Requires improvement).

The key questions at this inspection are rated as:

Are services safe? – Good

Are services at this location effective? - Good

We carried out an announced comprehensive inspection at The Panton Practice on 18 April 2018. The overall rating for the practice was requires improvement. The practice was rated as good for providing caring, responsive and well-led services. The practice was rated as requires improvement for providing safe and effective services. The full comprehensive report for March 2018 can be found by selecting the 'all reports' link for on our website The Panton Practice at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 27 March 2019 to confirm that the practice had carried out actions to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection:

- Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Staffing
- Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Persons employed for the purposes of carrying on a regulated activity must be fit and proper persons

This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for all population groups with the exception of long-term conditions, this was due to shortfalls regarding quality data.

Our key findings were as follows:

- All staff had undertaken all necessary training. The practice had an overview system to ensure all relevant refresher training had been completed.
- All relevant staff had received an appraisal within the last 12 months. Newly appointed staff had received probation reviews.
- All relevant staff had a Disclosure and Barring Service (DBS) check in place, in accordance to the practice's policies and procedures.
- The practice had implemented a system to ensure the safe storage of prescription stationery.
- The practice showed us unverified data that demonstrated the practice had improved the uptake of health checks. However, some exception reporting rates were higher than local and national averages for patients with long-term conditions.

However, the areas where the provider **should** make improvements as they are:

- Continue to review arrangements to improve uptake of health checks for patients with long-term conditions.
- Continue to review arrangements to improve uptake of childhood immunisations.
- Continue to review arrangements to improve uptake of Cervical screening.

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)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist advisor.

Background to The Panton Practice

The Panton Practice is situated in central Bournemouth. The practice provides primary medical services to approximately 15,100 patients. The registered provider is The Panton Practice.

The practice is registered to provide regulated activities: treatment of disease, disorder or injury, surgical procedures, family planning, maternity and midwifery services and diagnostic and screening procedures. The practice operates from the main location:

The Panton Practice

14 Gervis Road

Bournemouth

BH1 3EG

And the branch surgery;

St Leonards Road

20 St Leonard's Road,

Charminster

Bournemouth

BH8 8QN

We visited The Panton Practice location during this inspection.

The practice population is in the fourth most deprived decile for deprivation. In a score of one to ten the lower the decile the more deprived an area is. The average life expectancy is below the national average. The average life expectancy for male patients was 77 years compared to the national average of 79 years. The average life expectancy for female patients was 82 years compared to the national average of 83 years.

There are four GP partners and three salaried GPs. The practice also employed two nurse practitioners, three practice nurses, one health care assistant, a practice manager, a financial manager, a reception manager and additional administration and reception staff. The practice was a training practice for doctors training to be GPs.

The practice is open between 8am and 6.30pm. The branch is open between 8am until 6pm, every week day. Extended hours appointments are offered every Tuesday from 7am until 8am and every Thursday from 6.30pm until 8pm. When the practice is closed patients are directed to out of hours services by dialling the NHS 111 service.