

## Monitoring Summary Record

**Hanscombe House Surgery**

**1-543719159**

### **Location / Core Service address**

Hanscombe House Surgery  
52a St Andrew Street

Hertford  
SG14 1JA

CQC continues to develop its approach to monitoring with a focus on safety, access and leadership.

We have reviewed the information and data made available to us about your service on 17/03/2022.

We consider that no further regulatory activity is indicated at this time. We reserve the right to keep this under review and it may be subject to change. Please note this is not an assessment for the purposes of section 46 of the Health and Social Care Act 2008.

This monitoring activity is part of our Monitoring Approach 21/22 and is not an inspection. Monitoring summary records are not inspection reports and are not published on our website. They are an account of our monitoring activity. We do not expect them to be shared publicly to give assurance on the quality of care you deliver.

This summary record outlines what we found as a result of our monitoring activity:

The CQC will continue to monitor this location and no further regulatory activity will be initiated at this time.

Present:  
GP partner (also registered manager)  
Managing partner

We discussed the significant changes that occurred at the practice in the last few years, including during the Covid19 pandemic.

You told us a GP partner had retired and they have been replaced by a salaried GP. There is now a total of three salaried GPs providing 15 sessions. The practice also recruited a full-time pharmacist, workflow clerk and receptionist. They use locum staff when needed. Leaders felt staffing levels were stable and the use of additional staff employed through the PCN (e.g. pharmacists, pharmacy technician, paramedic, mental health practitioner, care coordinator, physiotherapist etc.) provided more support. There was positive feedback observed from patients who were referred to these professionals because they could be seen within a week of the referral.

You told us A buddy system was put in place for the on call doctor who dealt with emergency on the day appointments. There was an on call doctor for half the day, supported by up to three buddy doctors on busy days such as Mondays. The practice aimed to review all requests submitted through eConsult daily despite having up to 72 hours to respond to them, to ensure all patient requests were dealt with in a safe way.

We discussed patient records management. You told us the list size increased significantly due to the closure of one practice whose patients were allocated to several practices including Hanscombe House Surgery, and some patients left a neighbouring practice which was experiencing difficulties. There was a skilled notes summariser within the team and the workflow administrator worked through backlogs experienced before their appointment.

Covid19 vaccinations were carried out at a PCN hub on behalf of the practice. Staff worked at the hub during their own time, reducing staffing pressures on the practice.

You told us cervical screening performance is currently at 81%. The extended hours service also offer smear appointments. One of the partners is the PCN cancer lead; they have worked with Cancer UK on audits whose results are expected soon. The PPG is also involved in a cancer campaign and proactively follow up any non-responders to screening, offering information and advice.

Long term conditions reviews had been continued throughout the pandemic over the telephone where appropriate, with follow up in face to face appointments as appropriate. Spirometry and some minor surgery services had not yet resumed pending national guidance and training. Hypertension management had improved with patients encouraged to submit BP readings taken at home. One of the partners was a diabetes lead.

Social prescribers contacted vulnerable patients during the pandemic to ensure they had access to support services.

We discussed patient engagement. There was an active PPG who actively engaged with the practice and other locality and PCN groups. They met with practice leads every two months and minutes of the meetings were available on website. The practice also reviewed the national GP patient survey. The CQC received positive feedback about patient experience collected as part of the monitoring activity.

The practice recently had an Access visit from the CCG which was successful and encouraging. A new telephone system was installed recently as a pilot which was a

cloud-based system which linked to the clinical system. Staff were able to make and receive calls remotely; there was a call back facility; there were analytics showing how many calls were waiting and for how long; there were no longer problems with limited telephone lines. There was positive feedback observed and it was likely the system would be rolled out to other practices.

The practice was awarded the Purple Star for achieving a high number of Covid19 vaccinations for people with learning difficulties. They contributed to PCN projects on dementia care, mental health, frailty reviews for housebound patients and a flu vaccination programme which would be carried out at hub level.