

# Fitzalan Medical Group

## Inspection report

Fitzalan Medical Centre  
Fitzalan Road  
Littlehampton  
West Sussex  
BN17 5JR  
Tel: 01903 735200  
[www.fitzalanmedicalgroup.com](http://www.fitzalanmedicalgroup.com)

Date of inspection visit: 11 July 2019  
Date of publication: 28/08/2019

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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



# Overall summary

We carried out an announced focused inspection at Fitzalan Medical Group on 11 July 2019.

At this inspection we followed up on breaches of regulations identified at our previous inspection in April 2019. The ratings remain unchanged from the April 2019 inspection as the purpose of this inspection was to review compliance against the warning notice issued following the April 2019 inspection in relation to good governance in particular the assessment and management of risk. .

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.

At this inspection we found, the practice had made improvements and was compliant with the warning notices, in particular:

- A system was in place for monitoring the temperatures of fridges used to stored vaccines at Wick Surgery.

- We saw evidence that action had been taken to mitigate risks identified in health and safety, and fire risk assessments. We saw that the action plan was not kept up to date and there was some uncertainty regarding whether some actions had been completed.
- We saw evidence that all, except one, of the sharps safes in use at Wick were labelled and had been in use for an appropriate length of time.
- We saw evidence that a new basic legionella risk assessment had been carried out.

The areas where the provider should make improvements are:

- Review and improve how action plans are used to monitor risk management.
- Review and improve how Legionella monitoring is recorded.

Details of our findings and the supporting evidence 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. The team included a second CQC inspector.

## Background to Fitzalan Medical Group

The practice is situated near the centre of Littlehampton, West Sussex, and has a General medical services contract. There are approximately 15,200 patients registered at the practice. The patient list was closed to new patients at the time our inspection took place.

There are three GP partners (one male and two female) and seven salaried GPs (male and female). The practice also employs four paramedic practitioners, a nurse practitioner, eight practice nurses and three health care assistants.

Opening hours are 8.00am to 6.30pm Monday to Friday at Fitzalan Road. Extended hours are offered Mondays and Wednesdays 6.30pm to 8.00pm. The practice also provides nurse and health care assistant appointments from 7.30am on Thursdays. The practice provides a wide range of services to patients, including asthma and diabetes clinics, chronic disease monitoring, cervical screening, childhood immunisations, family planning, smoking cessation and minor illness clinics. Ear, nose and throat and kidney clinics were hosted by the practice.

The practice has opted out of providing Out of Hours services to their own patients. Patients could access Out of Hours services through NHS 111.

For information about practice services, opening times and appointments please visit their website at [www.fitzalanmedicalgroup.com](http://www.fitzalanmedicalgroup.com).

The practice has a higher than national average percentage of its population over the age of 65. Based on data available from Public Health England, the levels of deprivation in the area served by the practice showed the practice is located in a more deprived areas than national averages, ranked at four out of 10, with 10 being the least deprived. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial). The practice serves a high number of registered patients from Eastern Europe.

Fitzalan Medical Group is registered with CQC to provide the following regulated activities;

- Diagnostic and screening procedures
- Treatment of disease, disorder and injury
- Maternity and midwifery services
- Surgical procedures
- Family planning services.

The practice provides a service to all of its patients at two locations. Both locations were visited during our inspection.

Fitzalan Medical Centre

Fitzalan Road  
Littlehampton  
BN17 5JR  
and

Wick Surgery  
66 Clun Road  
Littlehampton  
BN17 7EB