

# Old Parsonage

## Quality Report

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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 service	Good	
Are services safe?	Good	

# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Old Parsonage on 7 July 2016. The overall rating for the practice was good. The practice was rated as requires improvement for providing safe services and rated as good for providing caring, effective, responsive and well-led services. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Old Parsonage on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 4 May 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 7 July 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- The practice had developed plans to upgrade the clinical wash-hand basins in order to comply with Department of Health guidance.
- The practice had ceased the practice of transporting liquid nitrogen in staff cars.
- The practice had improved arrangements to respond to emergencies. For example, they had oxygen available on the premises with adults' and now also children's masks.
- Patients with long-term conditions had written care plans which were shared with other providers involved in their care.
- The practice had installed a curtain in the nurse's treatment room to improve privacy for patients.

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

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

- The practice had clearly defined and embedded systems, processes and practices to help minimise risks to patient safety, including those relating to clinical wash-hand basins and the safe transportation of liquid nitrogen.
- The practice had equipment to respond to emergencies, including a supply of oxygen with adults' and children's masks.

**Good**



# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### Older people

The provider had resolved the concerns for providing safe care identified at our inspection on 7 July 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### People with long term conditions

The provider had resolved the concerns for providing safe care identified at our inspection on 7 July 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### Families, children and young people

The provider had resolved the concerns for providing safe care identified at our inspection on 7 July 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### Working age people (including those recently retired and students)

The provider had resolved the concerns for providing safe care identified at our inspection on 7 July 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### People whose circumstances may make them vulnerable

The provider had resolved the concerns for providing safe care identified at our inspection on 7 July 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



### People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for providing safe care identified at our inspection on 7 July 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



# Old Parsonage

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection was led by a CQC lead inspector.

### Background to Old Parsonage

The Old Parsonage is situated in Goudhurst, Kent and has a registered patient population of approximately 3,622. The practice patient population includes a larger than average proportion of people aged 10-19 years and 45-55 years and a smaller than average proportion of people aged 20-40 years. The practice is located in an area with a lower than average deprivation score.

The practice staff consists of two full-time GP partners (one male and one female), and one full-time practice nurse (female). There is a practice administrator as well as reception staff.

All patient areas are on the ground floor and are accessible to patients with mobility issues, as well as parents with children and babies. There is sufficient parking for patients at the practice.

The practice has a general medical services contract with NHS England for delivering primary care services to the local community. The practice is not a teaching or a training practice (teaching practices have medical students and training practices have GP trainees and FY2 doctors).

The practice is open Monday to Friday between the hours of 8am and 6.30pm. Extended hours surgeries are available on Monday from 7.15am to 8am and from 6.30pm to 7.15pm.

There is a range of clinics for all age groups. There are arrangements with other providers (Integrated Care 24) to deliver services to patients outside of the practice's working hours.

Services are provided from:

- Old Parsonage, Back Lane, Cranbrook, Kent, TN17 1AN.

### Why we carried out this inspection

We undertook a comprehensive inspection of Old Parsonage on 7 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on 7 July 2016 can be found by selecting the 'all reports' link for Old Parsonage on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Old Parsonage on 4 May 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

### How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. We carried out a focused inspection of Old Parsonage on 4 May 2017. During our visit we:

- Spoke with staff (a GP and the practice nurse).

# Detailed findings

- Reviewed documentation to ensure steps had been taken to improve safety systems and processes and that risks were assessed and managed.
- Reviewed patient records including care plans.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our previous inspection on 7 July 2016, we rated the practice as requires improvement for providing safe services because:

- Clinical wash-hand basins at the practice did not comply with Department of Health guidance.
- The practice did not follow current best practice on the safe transportation of liquid nitrogen.
- The practice was unable to demonstrate they had sufficient equipment to ensure the safety of patients because they did not have children's oxygen masks.

We issued a requirement notice in respect of these issues and found arrangements had improved when we undertook a focused inspection of the service on 4 May 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

The practice had clearly defined and embedded systems, processes and practices to help minimise risks to patient safety.

- The practice had developed plans to upgrade the clinical wash-hand basins in order to comply with Department of Health guidance. The practice showed us evidence that they had obtained quotes for this work to be carried out and had considered funding. The practice had written to their cleaning contractors to ask that cleaning staff paid particular attention to the wash-hand basins while carrying out their duties.
- The practice had ceased the transportation of liquid nitrogen in staff cars. The practice offered minor cryosurgery using hand-held liquid nitrogen canisters which were delivered to the practice. They no longer offered more major cryosurgery using larger amounts of liquid nitrogen, and told us that patients requiring this type of cryosurgery were referred to other providers.

### Arrangements to deal with emergencies and major incidents

The practice had improved arrangements to respond to emergencies.

- The practice had oxygen available on the premises with adults' and now also children's masks. We saw that the masks were in date and were checked regularly by staff who made a record of their checks.