Park Lane Practice

Inspection report

7-9 Park Lane
Swindon
Wiltshire
SN1 5HG
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Date of inspection visit: 13 January 2020
Date of publication: 20/05/2020

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?	**Requires improvement**
Are services caring?	**Good**
Are services responsive?	**Good**
Are services well-led?	**Good**

Overall summary

We carried out an announced comprehensive inspection at Park Lane Practice on 13 January 2020 as part of our inspection programme.

The practice had been inspected in April 2017 when it was rated as inadequate overall and placed in special measures. A follow up inspection in February 2018 there was some improvement and we rated the practice as requires improvement overall. The practice remained in special measures. At the last inspection in September 2018 we followed up on breaches of regulations identified at the inspection in February 2018. The practice was rated as good overall and removed from special measures. At this is inspection we explored whether the improvements made had been sustained.

This inspection looked at the following key questions: Safe, Effective, Responsive, Caring and Well Led; and all six patient population groups.

We based our judgement of the quality of care at this service is 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 the last inspection in September 2018 we identified areas where the provider should make improvement. These included taking action to increase the uptake of cervical cancer screening by eligible women; completing actions in relation to electrical safety; and taking action to increase patient satisfaction with services.

At this inspection, we found that the provider had satisfactorily addressed the action in relation to patient satisfactions and electrical safety. However, other areas required action to continue.

We have rated this practice as good overall and good for all population groups, except for the families, children and young people group; and working age people group that are rated requires improvement.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. However, action was needed to identify and support all patients who were carers.
- 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.

We rated the practice as requires improvement for providing effective services because:

- Rates of uptake of childhood immunisations for children aged two years were below the minimum 90% target. For this reason this rating was also given for the families, children and young people population group.
- Rates of uptake of cervical cancer screening for eligible women were below 70% (minimum target is 80%). For this reason this rating was also given for the working age people (including those recently retired and students) population group.

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

- continue action to reduce rate of exception reporting for patients with diabetes.
- continue with action to improve uptake of childhood immunisations for children aged 2 years.
- continue with action to improve uptake of cervical cancer screening by eligible women.
- improve the identification of carers to enable this group of patients to access the care and support they need.

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	Good
Families, children and young people	Requires improvement
Working age people (including those recently retired and students)	Requires improvement
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 supported by a GP specialist advisor.

Background to Park Lane Practice

Park Lane Practice is located in the town of Swindon, Wiltshire and is one of 21 practices serving the NHS Swindon Clinical Commissioning Group (CCG) area. The practice provides services for 6,700 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

Park Lane Practice delivers all regulated activities from a single location at:

7-9 Park Lane, Swindon, Wiltshire SN1 5HG

At the time of inspection the provider, a single handed GP, Dr Ramzan, was in the process of CQC registration to deliver services from a second location that had recently been taken over. Park Lane Practice is a member of the Brunel Health Group federation of GP practices.

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; and treatment of disease, disorder or injury.

All patient services were located on the ground floor of the premises except for one treatment room where minor surgery was carried out. We were told that when conducting minor surgery on patients who might have difficulty with stairs, the downstairs treatment room was used instead.

In addition to the principal GP (female), the practice employed three long-term locum GPs (one male and two female). The GPs were supported by a nurse practitioner, a practice nurse and a Health Care Assistant (HCA). A practice manager was supported by an operations manager and a team of administrative, secretarial and reception staff.

The population age profile is in line with local and national averages except there is a lower than average proportion of patients over the age of 65 years (12.3%) compared with the local average of 15.5% and England average of 17.4%. The National General Practice Profile states that 87% of the practice population had white ethnicity with an estimated 13% of people from different ethnocultural backgrounds. This included a significant proportion of patients from Asian (8.4%), mixed race (2.6%), black (1.7%) or other non-white ethnic groups (0.5%). The practice is in the medium range for deprivation nationally and average male and female life expectancy for the area is 78 and 82 years, which is in line with the national average of 79 and 83 years respectively.

The practice website, signage and telephone system advise patients that outside of core hours (8am to 6.30pm weekdays) to phone the local out-of-hours service, accessed by calling NHS 111.