

Parish Fields Practice

Inspection report

The Health Centre
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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall. At the previous inspection in November 2014 the practice was rated as Outstanding overall.

The key questions at this inspection are rated as:

Are services safe? – Requires Improvement

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Parish Fields Medical Practice on 7 March 2019 as part of our inspection programme.

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.

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

- The provider did not ensure the proper and safe management of medicines, in particular, the safe and secure storage of medicines and restricting access to medicines including controlled drugs. Following our inspection, the practice responded by making security improvements.

We rated the population group people with long term conditions as **requires improvement** because:

- Quality and outcomes framework (QoF) data for 2017/18 was below local and national averages and the practice were not able to demonstrate that improvements made had positively impacted on the quality of care provided.

However, we also found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs, with the exception of patients with long term conditions.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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-centred care, however improvements were required in the quality of care provided to people with long term conditions.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

We identified areas where the provider could improve and **should**:

- Continue to monitor, evaluate and improve the quality of care provided to patients with long term conditions.
- Review access to services to improve timely access to care and treatment for patients.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Review and improve systems and processes for patient outcomes, particularly in relation to exception reporting and the recording of the smoking status of patients.

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 and included a GP specialist advisor. A CQC medicines optimisation team inspector was available remotely.

Background to Parish Fields Practice

Parish Fields Practice is situated within the NHS South Norfolk Clinical Commissioning Group (CCG) and provides services to approximately 8,000 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.

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

The practice is able to offer dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy. We visited the dispensary as part of this inspection.

The provider is a partnership of three male and one female GP partners. The clinical team also includes one

regular locum GP (a retired partner), one advanced nurse practitioner, one trainee nurse practitioner, three practice nurses, one healthcare assistant and one trainee healthcare assistant. The dispensary has one lead dispenser and two dispensers. The practice manager leads the non-clinical team with a senior administrator, senior receptionist and a team of reception and administrative staff.

There are higher than average numbers of patients over the age of 65, in common with the characteristics of the local area, and fewer patients aged under 18 than the national average. Information published by Public Health England rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Life expectancy for males and females in the practice population is in line with local and national averages.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment The provider did not ensure the proper and safe management of medicines, in particular the safe and secure storage of medicines. This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	