

Kirby Road Surgery

Inspection report

58 Kirby Road
Dunstable
Bedfordshire
LU6 3JH
Tel: 01582609121
www.kirbyroadsurgery.co.uk

Date of inspection visit: 29 January 2020
Date of publication: 19/03/2020

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

Requires improvement 

Are services safe?

Requires improvement 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Inadequate 

Overall summary

We carried out an announced focused inspection of Kirby Road Surgery on 29 January 2020. This inspection was undertaken to follow up on a warning notice we issued to the provider in relation to Regulation 17 Good Governance.

The practice received an overall rating of requires improvement, with inadequate for providing well-led services, at our inspection on 25 September 2019. This will remain unchanged until we undertake a further full comprehensive inspection within six months of the publication date of the initial report.

The full comprehensive report from the September 2019 inspection can be found by selecting the 'all reports' link for Kirby Road Surgery on our website at

Our key findings were as follows:

- The practice had taken the action needed to comply with the legal requirements of the warning notice we issued.
- An action plan had been put in place to make improvements to the practice.

- Communications and knowledge was shared between the two practice managers. Practice meetings and communication channels had been put in place to support staff.
- Policies and procedures had been reviewed, particularly in relation to the monitoring of patients who were prescribed high risk medicines.
- A programme of appraisals was in place. There were no plans in place for the practice manager appraisals.
- Clinical audits had been shared at clinical meetings.
- Risk assessments had been completed for health and safety, security and fire safety.

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

- Complete appraisals for the practice managers to support their performance and development.

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	Requires improvement 
People with long-term conditions	Requires improvement 
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	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

The inspection was carried out by a CQC lead inspector.

Background to Kirby Road Surgery

Kirby Road Surgery provides a range of primary medical services to the residents of Dunstable from its location of Kirby Road Surgery, 58 Kirby Road, Dunstable, Bedfordshire, LU6 3JH.

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.

Kirby Road Surgery is situated within the Bedfordshire Clinical Commissioning Group (CCG) and provides services to approximately 9,320 patients under the terms of a general medical services (GMS) contract. A GMS contract is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice has two male and one female GP partners. The nursing team consists of one nurse practitioner and two health care assistants, all female. There is a management team that consists of two practice managers who also take on the role of reception manager and secretary. They lead a team of reception and administrative staff.

The practice population is predominantly white British with an average age range. 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. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

The practice is open from 8.30am to 6.30pm Monday to Friday. From 8am to 8.30am there is an emergency telephone number on the practice answerphone message for patients to access a GP.

Routine appointments with a GP, practice nurse or health care assistant can also be booked through the practice for the GP Extended Access Service. This service operates on Monday to Friday evenings from 6pm to 8pm and on Saturdays and Sundays from 8.30am to 12.30pm at five local GP Practices.

When the practice is closed out of hours services are provided by Herts Urgent Care and can be accessed via the NHS 111 service.