

Cliffe Woods Surgery

Inspection report

Parkside
Cliffe Woods
Rochester
Kent
ME3 8HX

Tel: 01634221410

www.highparksmedicalpractice.nhs.uk

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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.

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 Cliffe Woods Surgery on 4, 5 and 6 February 2020 under Section 60 of the Health and Social Care Act 2008, as part of our regulatory functions.

At this inspection we found:

- The practice's systems, practices and processes helped to keep people safe.
- Risks to patients, staff and visitors were assessed, monitored and managed in an effective manner.
- Staff had the information they needed to deliver safe care and treatment to patients.
- The arrangements for managing medicines did not always help to keep patients safe.
- The practice learned and made improvements when things went wrong.
- Published Quality Outcomes Framework (QOF) data showed that performance for all indicators was either in line with or above local and national averages.
- NHS England published results showed that uptake rates for the vaccines given exceeded the WHO based target of 95% in all of the four indicators.

- Public Health England published data showed that performance for all cancer indicators was in line with, but mostly higher than, local and national averages.
- Staff had the skills, knowledge and experience to carry out their roles.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patients were able to access care and treatment from the practice within an acceptable timescale for their needs.
- National GP patient survey results published in July 2019 were in line with local and national averages.
- There were clear responsibilities, roles and systems of accountability to support good governance and management.

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

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

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

- Continue with plans to replace clinical wash-hand basins that do not currently comply with Department of Health guidance at the next refurbishment.
- Continue with plans to deliver basic life support training to relevant staff in May 2020.

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	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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser, a practice manager specialist advisor, a pharmacy specialist advisor and a second CQC inspector.

Background to Cliffe Woods Surgery

- The registered provider is Highparks Medical Practice.
- Cliffe Woods Surgery is located at Parkside, Cliffe Woods, Rochester, Kent, ME3 8HX. The practice has a general medical services contract with NHS England for delivering primary care services to the local community. The practice website address is www.highparksmedicalpractice.nhs.uk.
- As part of our inspection we visited: Cliffe Woods Surgery, Parkside, Cliffe Woods, Rochester, Kent, ME3 8HX; Cliffe branch surgery, Millcroft Road, Cliffe, Rochester, Kent, ME3 7QN; and Wainscott branch surgery, Miller Way, Wainscott, Rochester, Kent, ME2 4LP where the provider delivers regulated activities. The provider also delivers services from Higham branch surgery, Hermitage Road, Higham, Rochester, Kent, ME3 7DB.
- Cliffe Woods Surgery has a registered patient population of approximately 15,600 patients. The practice is located in an area with a lower than average deprivation score.
- There are arrangements with other providers (MedOCC) to deliver services to patients outside of the practice's working hours.
- The practice staff consists of five GP partners (two male and three female), seven salaried GPs (five male and two female), four GP registrars (one male and three female), two practice managers, one assistant practice manager, four practice nurses (all female), one paramedic practitioner (male), three healthcare assistants (all female), two phlebotomists, one dispensing manager as well as dispensers, reception, administration and cleaning staff. The practice also employs locum GPs via an agency.
- Cliffe Woods Surgery is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; maternity and midwifery services; surgical procedures; treatment of disease, disorder or injury. The provider was in the process of adding the regulated activity of family planning to their registration with CQC at the time of this inspection.

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 Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment were not always provided in a safe way for service users.</p> <p>The service provider was not:</p> <p>Ensuring the proper and safe use of medicines. In particular:</p> <ul style="list-style-type: none">• Blood tests were not always recorded as being received and reviewed by a clinician prior to further prescriptions of the high-risk medicine warfarin being issued.• Medicines that required refrigeration were not always appropriately stored and monitored in line with Public Health England guidance to ensure they remained safe and effective in use.• Some Standard Operating Procedures (SOPs) were insufficiently formal and required review.• Dispensed prescriptions that were waiting to be given out were not always signed by the named practitioner. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>