

Links Road Surgery

Inspection report

The Surgery
27-29 Links Road, Portslade
Brighton
East Sussex
BN41 1XH
Tel: 01273 412585
www.linksroadsurgery.co.uk

Date of inspection visit: 11 February 2019
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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Links Road Surgery on 11 February 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 have rated this practice as good overall and good for all population groups.

We found that:

- Patients received effective care and treatment that met their needs.
- 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-centre care.

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

- Improve the system for monitoring registration of nurses, staff training and appraisals.
- Continue to review and improve the systems for recording temperatures of fridges used to store vaccines.
- Review and improve the recording of shared learning to support continuous improvement.
- Review and improve the monitoring of adults considered to be at risk by the creation of formal registers.

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	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. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Links Road Surgery

Links Road Surgery is located in a residential area of Brighton and Hove, providing personal medical services to approximately 5,800 patients within the Portslade and West Hove area. The practice also provides care and treatment for the residents of a nearby care home, which serves individuals with dementia or nursing needs.

There are two GP partners, one salaried GP and one regular locum GP (two female, two male). Collectively they equate to approximately three full time GPs. There are four practice nurses and one phlebotomist/trainee healthcare assistant. GPs and nurses are supported by the practice manager and a team of reception/administration staff.

Data available to the Care Quality Commission (CQC) shows the practice serves a higher than average number of patients who are under 18 years of age when compared to the national average. The number of patients under over 65 years of age is slightly below the national average.

The practice is open from 8am to 6:30pm Monday to Friday. The practice closes at lunchtime from 1pm to 2pm; during this time patients can call the normal surgery phone number and a doctor is available. Outside of the opening hours care is provided by an out of hours

service. Extended hours appointments are offered on alternate Saturday mornings and Wednesday evenings. The practice is part of a group of GP practices that offer evening appointments until 8.30pm seven days a week.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hours service by calling the surgery or viewing the practice website.

For further details about the practice please see the practice website:

The practice is registered with CQC to provide the following regulated activities; Diagnostic and screening procedures, Treatment of disease, disorder or injury, Maternity and midwifery services, Family planning services and Surgical procedures.

The practice has a General Medical Services (GMS) contract with NHS England. (GMS is one of the three contracting routes that have been available to enable commissioning of primary medical services). The practice is part of the NHS Brighton and Hove Clinical Commissioning Group and is registered to provide services from the following location:

The Surgery, 27-29 Links Road, Portslade, BN41 1XH