

Bolton House Surgery

Inspection report

The Surgery
10 Bolton Road
Eastbourne
East Sussex
BN21 3JY
Tel: 01323730537
www.boltonroadsurgery.co.uk

Date of inspection visit: 27 June 2019 to 27 June 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?

Requires improvement



Overall summary

We carried out an announced focused inspection at Bolton House Surgery on 27 June 2019 to follow up on breaches of regulations found at our last inspection.

At the last inspection in September 2018 we rated the practice as requires improvement for providing safe services because:

The provider had not assessed the risks to the health and safety of service users of receiving the care or treatment and was not doing all that is reasonably practicable to mitigate any such risks. Specifically, the provider had not carried out a fire risk assessment of the premises since 2006 and there had not been a recent full rehearsal of the evacuation procedure or regular checks of fire alarms.

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.

Overall the practice continues to be rated as good, however it remains requires improvement in the safe domain.

Details of our findings

At this inspection we found:

- The provider had taken steps to address the breach of regulations and carried out a fire evacuation as part of staff training. The practice had also engaged an external contractor to complete a fire risk assessment of the premises. However, they had not reviewed the action plan generated by this assessment.

- The practice had reviewed and improved the system to ensure the ongoing registration of clinical staff was checked and regularly monitored. We looked at the files of three clinical staff and found each contained evidence of the current registration status of the staff member.
- The practice had reviewed and improved the identification of carers so that they could be offered appropriate support. We were told that the practice had introduced a text system (MJog) and used their waiting area TV screen for a carers awareness promotion. The practice had identified 113 carers, approximately 2% of the practice population compared to the figures of 31 carers, approximately 0.6% of the population at the last inspection in September 2018.
- The practice had improved the audit trail to demonstrate that the action and learning from complaints, significant events and informal meetings had been shared. We saw minutes of meetings that included discussions on complaints and significant events. Learning was documented and shared.

The areas where the provider **must** make improvements as they are in breach of regulations are:

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

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief Inspector of Primary Medical Services and Integrated Care

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Population group ratings

Our inspection team

Our inspection team was led by a CQC inspector.

Background to Bolton House Surgery

Bolton House Surgery is situated in the town of Eastbourne in East Sussex and provides general medical services to approximately 5220 patients. The practice has a higher proportion of patients over the age of 65 years compared to the national average and serves a population that has higher deprivation levels affecting both adults and children than the national average. Data showed that there was a lower population of children aged 18 and under compared to the national average.

At the time of the inspection there are four GPs, one of whom is female. The practice also employs two practice managers, three practice nurses (female), a paramedic practitioner (male) and administration and reception staff.

The provider is registered with the Care Quality Commission (CQC) to provide the following regulated

activities: Diagnostic and screening procedures, Treatment of Disease, Disorder and Injury, Maternity and midwifery services, Family planning services and Surgical Procedures.

The service delivers its regulated activities from:

Bolton House Surgery

10 Bolton Rd,

Eastbourne

BN21 3JY

Further details about the practice, including opening hours, how to book appointments and clinics offered can be found on their website: www.boltonroadsurgery.co.uk

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
Family planning services	The provider had not assessed the risks to the health and safety of service users of receiving the care or treatment and was not doing all that is reasonably practicable to mitigate any such risks.
Maternity and midwifery services	Specifically: The provider had carried out a fire risk assessment of the premises however they had not reviewed the outcome of this assessment and implemented the action plan set out by the external contractor.
Surgical procedures	This was in breach of regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Treatment of disease, disorder or injury	Regulation This section is primarily information for the provider Requirement notices 15