

Prima Care Surgeries Foden Street Branch Site

Inspection report

32 Foden Street
Stoke-on-trent
ST4 4BX
Tel: 01782411884

Date of inspection visit: 22 March 2022
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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 to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Prima Care Surgeries Foden Street Branch Site on 22 March 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This inspection was a routine comprehensive rating inspection with a site visit.

The focus of inspection included:

- Safe, Effective, Caring, Responsive and Well-led domains.

How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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

Overall summary

We 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. 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.

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

- Develop a strategy for non-compliant patient attendance when required for medicines and/or long-term condition monitoring
- Improve maintenance of all staff recruitment records and any gaps found appropriately followed up.
- Continue to improve cervical and cancer screening uptake.
- Continue to improve the uptake of childhood immunisations.
- Maintain oversight and continue to monitor and review patient feedback on access
- Persist in encouraging the reformation of a Patient Participation Group.
- Provide the next steps patients may choose to take within complaint investigation outcome letters.
- Develop, monitor and evaluate a documented practice strategy

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Prima Care Surgeries Foden Street Branch Site

Prima Care Surgeries Foden Street Branch Site is located in Stoke on Trent, Staffordshire.

At the time of the inspection Prima Care Surgeries Foden Street Branch Site was registered as an individual location with the Care Quality Commission with the provider Prima Care Surgeries.

The provider Prima Care Surgeries includes:

- Prima Care Surgeries Foden Street Branch Site, 32 Foden Street, Stoke-on-Trent, ST4 4BX
- Dr VSR Chadalavada & Partners, Abbey Surgery, 77 Woodhead Road, Abbey Hulton, Stoke-on-Trent, Staffordshire, ST2 8DH
- Hanley Health Centre, Upper Huntbach Street, Hanley, Stoke-on-Trent, ST1 2BN.

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

The provider advised they planned to change their Care Quality Commission registration as their group of practices now formed a single patient list, and patients could attend at any of their practice locations although most patients attended their most local practice site.

The practice is situated within the NHS Stoke On Trent Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to the provider group of registered patients of about 10,775. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices around Shelton and Handley.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 2.2% mixed, 6.7% Asian, 1.8% black, 1.1% other non-white ethnic groups.

There is a team of four GP partners who provide cover at the provider practices. They are further supported by salaried GPs and regular sessional GPs. The provider has a senior nurse lead and practice nurse and a healthcare assistant who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by a team of reception and administration staff together with a practice manager, assistant practice manager and management co-ordinator who provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided locally by the GP Federation, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.