

Old School Surgery

Inspection report

Rectory Fields
Cranbrook
Kent
TN17 3JB
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Old School Surgery on 17 October 2019 as part of our inspection programme. This was the providers first inspection since registering with CQC in October 2018.

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 Requires improvement overall.

We rated the practice as **requires improvement** for providing safe services because:

- There were identified issues with infection control audits and significant event reporting systems and processes, which were not always appropriately monitored to ensure they were always effective.

We rated the practice as **requires improvement** for providing effective services because:

- The quality improvement programme was not always effective.
- The practice could not demonstrate that the immediate and ongoing needs of patients with long-term conditions and mental health conditions were being fully assessed.
- There was no evidence of an induction program.
- Staff appraisals had not all been completed.

We also rated the practice as **good** for providing caring, responsive and well -led services because:

There were comprehensive systems to keep people safe, which took account of current best practice.

Patients received effective care and treatment that met their needs.

The way the practice was led and managed promoted the delivery of good quality, person-centre care.

Staff dealt with patients with kindness and respect. They 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.

Systems and processes to ensure good governance were good overall but some areas required time to be embedded to ensure they were implemented effectively.

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.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.

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

- Continue with their plan to ensure annual infection control and prevention audits are completed.
- Continue to monitor and assess the effectiveness of the practice action plan, for driving quality improvement.
- Continue to improve the identification of carers, to ensure they receive appropriate care and support.

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

Dr Rosie Bennyworth BS BMedSci MRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
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)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

Background to Old School Surgery

Old School Surgery is located at Rectory Fields, Cranbrook, Kent, TN17 3JB.

The practice offered dispensing services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy.

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

Old School Surgery is situated in a rural area of the West Kent Clinical Commissioning Group (CCG) and provides services to 3,314 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a sole practitioner male GP who registered with the CQC in October 2018. The practice employs two

salaried GPs (female), a practice nurse (female), a practice manager, dispensers and several administration staff. The practice is part of a wider network of GP practices (a federation) West Kent Health and is also part of The Weald Primary Care Network.

The number of patients over the age of 65 years is above the national average (practice 33%, national 26%). The National General Practice Profile states that 97% of the practice population is from a white background with a further 3% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

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 Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met...</p> <p>Systems or processes were not established and operated effectively to ensure compliance with the requirements. Such systems or processes did not enable the registered person to;</p> <p>Assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may have been at risk which arose from the carrying on of the regulated activity. In particular: significant event reporting systems and processes, which were not being implemented appropriately. Nor the immediate and ongoing needs of patients with long-term conditions and mental health conditions which were not being fully assessed.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 18 HSCA (RA) Regulations 2014 Staffing</p> <p>How the regulation was not being met...</p> <p>The provider did not always ensure that persons employed by the service provider in the provision of a regulated activity received such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform. In particular; there was no documented evidence of staff receiving formal induction training, including locums, and staff had not received appraisals.</p>