

Central Surgery

Inspection report

Corporation Street
Rugby
CV21 3SP
Tel: 01788524366

Date of inspection visit: 18 April 2024
Date of publication: 29/05/2024

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?

Requires Improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive at Central Surgery on 18 April 2024. Overall, the practice is rated as Good

Safe - Good

Effective - Good

Caring - Good

Responsive - Requires improvement

Well-led - Good

Following our previous inspection on 22 December 2022, the practice was rated inadequate overall and was placed into special measures. This was due to serious concerns about patient safety and a lack of governance processes in place.

The full reports for previous inspections can be found for Central Surgery on our website at www.cqc.org.uk.

We carried out this inspection to review compliance in relation to being in special measures and to review the compliance with the requirement notice for Regulation 12 and requirement notice for Regulation 17. This was a comprehensive inspection and looked at the key questions inspected, are services safe, effective, caring, responsive and well-led.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- 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.

- The practice had carried out a significant amount of work to improve the service since the last inspection.
- The practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.

Overall summary

- Patients received effective care and treatment that met their needs.
- The practice had effective systems in place for the appropriate and safe use of medicines, including medicines optimisation.
- Appropriate standards of cleanliness and hygiene were met.
- There were effective systems to assess, monitor and manage risks to patient safety.
- Leaders demonstrated that they had the required capacity and skills.
- Governance arrangements were now in place to run.

However:

- The practice organised and delivered services to meet patients' needs, but continued work needed to improve patient access to the service, including a new telephone system that was due to go live.
- There was poor patient feedback relating to access and care in the National GP Patient Survey of July 2023.

In response to these findings the provider should:

- Continue with plans for improvement to access to appointments via the telephone, including the commencement of a new phone system.

I am taking this service out of special measures. This recognises the significant improvements that have been made to the quality of care provided by this service. It is also noted that re-inspection was delayed due to changes within CQC and staff at the practice have been resilient and managed to maintain improved standards during this time. This inspection was started in December 2023 and so the report is written in the previous style used before April 2024.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Healthcare

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and three supporting inspectors who 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 Central Surgery

Central Surgery is located in Rugby at:

Corporation Street

Rugby

Warwickshire

CV21 3SP

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

The practice is situated within the Coventry and Warwickshire Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 20,500. This is part of a contract held with NHS England.

The practice is a member of a primary care network (PCN) that enables them to work with other practices in the area to deliver care.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 7th decile (7 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 85% White, 7% Asian, 3% Black, 3% Mixed, and 2% Other.

The age distribution of the practice population closely mirrors the local and national averages with a lower-than-average number of patients aged 20-34 years.

There is a team of 5 GP partners and 8 salaried GPs. The nursing team consists of an advanced nurse practitioner, paramedic practitioner, 3 general practice nurses, and 2 health care assistants. There is a practice manager, and a team of reception and administrative staff.

The practice is open between 8am to 6.30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the primary care network, where late evening and weekend appointments are available.

When the practice is closed, out of hours services can be accessed via the NHS 111 service.