

Arlington Road Medical Practice

Inspection report

The Surgery
1 Arlington Road
Eastbourne
East Sussex
BN21 1DH
Tel: 01323727531
www.arlingtonroadsurgery.nhs.uk

Date of inspection visit: 26 Sep 2018
Date of publication: 05/11/2018

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 

Overall summary

This practice is rated as Good overall. (Previous rating 24 April 2018 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Not inspected on this occasion

Are services caring? – Not inspected on this occasion

Are services responsive? – Not inspected on this occasion

Are services well-led? - Not inspected on this occasion

We carried out an announced comprehensive inspection at Arlington Road Medical Practice on 01 and 02 March 2018. The overall rating for the practice was good. The practice was also rated good for the effective, caring, responsive and well-led domains and all the population groups. It was however rated as requires improvement for providing safe services. The full comprehensive report on the March 2018 inspection can be found by selecting the 'all reports' link for Arlington Road Medical Practice on our website at www.cqc.org.uk.

After the inspection in January 2018 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

At this inspection our key findings were:

- The practice had carried out and completed a comprehensive infection control audit.
- A five yearly electrical safety check had been completed.
- A general health and safety risk assessment had been completed.

Additionally, we saw that:

- All staff appraisals had been completed and new induction procedures implemented.
- The practice had improved systems and processes for the identification of carers.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

Background to Arlington Road Medical Practice

The practice is situated near the centre of Eastbourne and provides services under an NHS general medical services (GMS) contract to approximately 11,950 patients. There are 10 GP partners (seven male, three female) and two salaried GPs (both female). The practice is a training practice and has three GP registrars. The GPs are supported by five practice nurses, a paramedic practitioner, three health care assistants (including one in training) and a phlebotomist. There was also an attached pharmacist. The practice also had a team of administrative and reception staff, a practice manager and a business manager.

The practice address is:

1 Arlington Road

Eastbourne

East Sussex

BN21 1DH

The premises were owned by the partners and had been refurbished in 2013 when a lift had been installed to improve access.

The practice website can be accessed via the following link: www.arlingtonroadsurgery.nhs.uk

Opening hours are Monday to Friday 8.30am to 6pm. Calls between 6pm and 6.30pm are directed to the duty doctor by the on call provider. Calls from 8am to 8.30am are

taken by the on-call provider. The practice provides a range of services to patients including clinics for asthma, diabetes, antenatal care, cervical screening, contraception, childhood immunisations, coronary heart Disease (CHD), travel vaccinations, stroke monitoring, health awareness and smoking cessation. The practice also provides community dermatology and ear micro suction services which can be accessed by their own patients and those of other practices. The community midwives also operate from the practice where they see patients of the practice and other local practices.

The practice looks after the one of the older populations in England with a significantly higher than average number of registered patients above the ages of 65, 75 and 85. It also has a large number of patients in residential care. Income deprivation scores for children and older people are lower than the England average.

Patients are able to access Out of Hours services through NHS 111.

The practice is registered to provide:

Maternity and midwifery services

Surgical procedures

Family planning

Diagnostic and screening procedures

Treatment of disease, disorder and injury

Are services safe?

At our previous inspection on 01 and 02 March 2018, we rated the practice as requires improvement for providing safe services because:

- Risk assessments were completed in relation to safety issues, however some were incomplete or overdue and the infection control audit was incomplete and required further work.

These arrangements had improved when we undertook a follow up inspection on 26 September 2018. The practice is now rated as good for providing safe services.

Safety systems and processes

- There was an effective system to manage infection prevention and control.
- The practice had arrangements to ensure that facilities and equipment were safe and in good working order.

Track record on safety

The practice had a good track record on safety since the previous inspection.

- The infection control audit had been revised and improved. It had been completed and necessary actions identified, actioned and recorded.
- The practice had carried out a five yearly electrical safety check and were addressing outstanding actions arising from this.
- The general health and safety risk assessment and procedures had been reviewed and improved to include actions required, who was responsible for the actions and by which dates they should be completed. We saw that a health and safety review took place, and the findings recorded and actioned, each month.

Please refer to the evidence tables for further information.