

Dr B Parsons & Partners

Inspection report

Cowes Medical Centre
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Cowes
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Date of inspection visit: 27 July 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?

Requires Improvement 

Are services effective?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Dr B Parsons & Partners on 27 July 2022. Overall, the practice is rated as Good.

Safe – Requires improvement

Effective - Good

Caring – Not inspected

Responsive – Inspected for access arrangements only

Well-led - Good

Following our previous inspection on 19 September 2016, the practice was rated Good overall and Good for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr B Parsons & Partners on our website at www.cqc.org.uk

Why we carried out this inspection

This was a focused inspection which included the key questions safe, effective and well-led and specific questions from responsive to find out whether patients could access services effectively and in a timely manner.

How we carried out the inspection

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 facilities
- 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.

Overall summary

We have rated this practice as Good overall

We found that:

- The practice provided care in a way that mainly kept patients safe and protected them from avoidable harm. However, systems for managing tasks and for monitoring repeat prescribing of high risk medicines were not always safe.
- Patients received effective care and treatment that met their needs.
- 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-centred care.

We found a breach of regulations. The provider **must**:

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

The provider **should**:

- Complete the planned staff training programme, as identified by the practice.
- Review the vulnerable adult safeguarding policy so it reflects current intercollegiate guidance on safeguarding vulnerable adults.
- Continue to monitor the prescribing of antibiotics for uncomplicated urinary tract infections.
- Continue to improve the uptake of cervical screening.
- Develop a programme of supervision for advanced practitioners.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

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 Dr B Parsons & Partners

Dr B Parsons & Partners (known as Cowes Medical Centre) is located at:

200 Newport Road

Cowes

Isle of Wight

PO31 7ER

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

The practice is situated within the Isle of Wight Clinical Commissioning Group (CCG), which is now within the Hampshire and Isle of Wight Integrated Care Board and delivers General Medical Services (GMS) to a patient population of approximately 15,300. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as the West and Central Primary Care Network, which has in total approximately 52,000 patients.

Information published by UK Health Security Agency shows that deprivation within the practice population group is in the 7th decile (7 out of 10). The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 96.9% white, 1.3% Asian and 1.4% mixed. There is a higher proportion of older patients (24.9%) when compared to the England average (17.7%) or CCG average (21.6%). Similarly, the practice population has a lower proportion of working age people than the England or CCG average.

There is a team of two GP partners and two salaried GPs. The practice has engaged a remote GP locum service to provide additional telephone GP appointments, along with three in-practice locum GPs.

The practice has a team of seven nurse practitioners, which includes a paediatric advanced nurse practitioner (ANP) and mental health practitioner and a paramedic. There are five practice nurses, three healthcare assistants and three phlebotomists. The practice is also able to offer patients the services of additional staff, including a musculoskeletal physiotherapist, a social prescriber, a wellbeing coach and a paramedic. The clinical team are supported a team of 40 non-clinical staff, including the practice manager, patient advisors, prescription clerks, administration, secretarial and cleaning staff.

The practice is open between 8am and 6.30pm Monday to Friday. The practice offers a range of appointment types including book-on-the-day, telephone consultations and advance appointments. Patient demand has shifted during the pandemic with demand much more focused on same-day appointments. If demand exceeds appointments, patients are offered online appointments, extended access appointments (late evening and weekends) or review by the duty doctor. The practice offers advance GPs and ANPs appointments and nursing and phlebotomy appointments can be booked about four weeks in advance.

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider did not have safe systems for assessing the risks to the health and safety of patients or doing all that was reasonably practicable to mitigate any such risks.</p> <p>In particular:</p> <ul style="list-style-type: none">• Tasks, referrals and letters were not being managed or monitored in a timely way.• High-risk medicines monitoring was not being appropriately recorded• Actioning of historic safety alerts was not fully embedded. <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>