

Poplar House Surgery

Inspection report

24-26 St Annes Road East
Lytham St Annes
Lancashire
FY8 1UR
Tel: 01253 722121
www.poplarhousesurgery.nhs.uk/

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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 

Overall summary

We previously carried out an announced comprehensive inspection at Poplar House Surgery on 06 December 2018 as part of our inspection programme. We rated the practice as requires improvement for providing safe services and good overall.

The full comprehensive report following the inspection in December 2018 can be found on our website here: <https://www.cqc.org.uk/location/1-541769355>

At our inspection in December 2018, we rated the practice as requires improvement for providing safe services because:

- The practice did not have safe and effective systems and processes to recruit staff.

On 25 March 2019 we undertook a focussed inspection of the safe key question. We visited the practice to confirm it had carried out the plan to meet the legal requirements in relation to the breach in regulation identified in our previous inspection in December 2018. This report covers our findings in relation to that requirement.

At this inspection, we found that the provider had satisfactorily addressed the legal requirement and any suggestions for improvements.

We have rated this practice as good for providing safe services.

We found that recruitment procedures had been established to ensure only fit and proper persons are employed. This provided assurance that staff employed at the practice had been recruited in a safe way.

We also found that improvements had been made to:

- The recording and documentation of discussions at safeguarding meetings.
- The oversight of professional registration and staff immunisations.
- The records kept in relation to complaints to include those made verbally.

There were areas where the provider should make improvements:

- Obtain evidence of medical indemnity for locum practitioners to gain assurance that appropriate cover is in place.

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

Population group ratings

Our inspection team

Our inspection team was conducted by a CQC lead inspector and supported by a second CQC inspector.

Background to Poplar House Surgery

Poplar House Surgery is located at 24 St Annes Road East, Lytham St Annes, Lancashire, FY8 1UR and is part of the NHS Fylde and Wyre Clinical Commissioning Group (CCG). Poplar House Surgery is the registered provider. Services are provided under a general medical services (GMS) contract with NHS England. The practice building covers three floors and provides ground level access on the ground floor, which is suitable for people with mobility issues. The two upper floors are not serviced by a lift and as such are unsuitable for people with mobility issues.

More information about the practice is available on their website address: www.poplarhousesurgery.nhs.uk.

There are 7,336 patients registered at the practice. The practice population includes a higher proportion (64%) of patients with a long-standing health condition, and a lower proportion (3%) of people unemployed, in comparison with the national average of 54% and 5% respectively. Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has two GP partners (male) and one salaried GP (female), two advanced nurse practitioners, two practice nurses and two health care assistants (HCAs). The clinical team is supported by a practice manager, a deputy practice manager and a team of receptionists and administrators. The practice reception is open between 8am to 6.30pm Monday to Friday. The practice provides online access that allows patients to order prescriptions and request and cancel an appointment.

The practice does not offer extended hours, patients are signposted to other commissioned services within the locality. Out of hours service is provided by Fylde Coast Medical Service.

The practice provides the following regulated activities: treatment of disease, disorder or injury, diagnostic and screening procedures, family planning and maternity and midwifery services.