

Regent Square Group Practice

Inspection report


8-9 Regent Square
Doncaster
DN1 2DS
Tel: 01302819999

Date of inspection visit: 27 and 28 June 2022
Date of publication: 25/07/2022

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	
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Are services safe?	Good	
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Are services effective?	Good	
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Are services caring?	Good	
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Are services responsive to people's needs?	Good	
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Are services well-led?	Good	
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Overall summary

We carried out an announced inspection at Regent Group Practice on 27 and 28 June 2022. Overall, the practice is rated as Good.

Set out the ratings for each key question

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 26 May 2021 the practice was rated Requires Improvement overall, inadequate in safe, requires improvement for effective and good in caring, responsive and well led. The rating of good for caring and responsive has been carried forward to the June 2022 inspection as we were satisfied that this was still relevant.

The full reports for previous inspections can be found by selecting the 'all reports' link for Regent Square Group Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a follow-up inspection to follow up on:

- Breaches of regulations and recommendations identified in the previous inspection.

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
- 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
- Staff feedback
- A short site visit

Overall summary

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

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. The practice had made improvements since the last inspection, through proactively reviewing medicines management via routine clinical searches and clinical audits.
- Patients received effective care and treatment that met their needs. Clinical searches and medical records we reviewed showed effective management and monitoring of patients with long-term conditions although there were some areas that required review.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to monitor the register of patients on high risk medicines and take action to support safe prescribing if patients do not attend.
- Continue with plans to follow up patients to check response to the treatment within a week of an acute exacerbation of asthma.
- Continue with plans to monitor tasks and blood test results are managed effectively.
- Continue with plans to improve uptake of cervical cytology screening and childhood immunisations.

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

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 Regent Square Group Practice

Regent Square Group Practice is located in Doncaster at:

8-9 Regent Square

Doncaster

DN1 2DS

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

The practice is situated within Doncaster Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 10,149. This is part of a contract held with NHS England.

The practice is part of Central Primary Care Network which consists of seven member practices with a total patient population of over 68,929.

Information published by Public Health England shows that deprivation within the practice population group is in the second lowest decile (two 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 6% Asian, 89% White, 1% Black, 1% Mixed, and 0.9% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There is a team of seven GPs. The practice has a team of three healthcare assistants and three nurses who provide nurse led clinic's for long-term condition. The GPs are supported at the practice by a team of reception/administration staff. They also have a practice manager and assistant practice manager to provide managerial oversight.

The practice is open between 8.00 am to 6.00 pm Monday to Friday, except for Wednesdays when the practice offers extended access from 7.00am to 6.00pm. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Doncaster Same Day Health, where late evening and weekend appointments are available. Out of hours services are provided by NHS Doncaster.