

Collington Surgery

Inspection report

23 Terminus Road
Bexhill On Sea
East Sussex
TN39 3LR
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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Collington Surgery on 22 March 2019 as part of our inspection programme.

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 and good for all population groups.

We found that:

- Systems and processes were in place in the dispensary to ensure that medicines were managed appropriately.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. 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-centre care.
- Staff felt supported by leaders within the practice.

- There were systems within the practice to assess, manage and mitigate risks. However, the practice had not acted on water temperatures in one part of the practice that were below the recommended range within the legionella risk assessment.
- The practice learned and made improvements when things went wrong, although action to address safety alerts was not recorded.
- An audit of high-risk medicines showed some areas where patient monitoring was not in line with guidance. While the records we viewed showed that monitoring had taken place since the audit, further action to ensure regular monitoring took place was not evident.

The areas where the provider **must** make improvements are:

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

In addition, the provider **should**:

- Continue to work to develop the patient participation group.
- Review temperature monitoring of water outlets and action taken to address this.

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

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a second CQC inspector. A medicines advisor was available remotely to support the inspection.

Background to Collington Surgery

Collington Surgery is located at 23 Terminus Road, Bexhill On Sea, East Sussex, TN39 3LR. The service is provided in a converted building across the two floors. Branch surgeries were available at Ninfield Surgery which also provided dispensing services for patients and at Windmill Hill Surgery. Windmill Hill Surgery was scheduled to close at the end of March 2019. Our inspection was based at Collington Surgery and we also visited the dispensary and spoke with patients at Ninfield Surgery.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury. The practice was in the process of implementing family planning services and were aware of the need to register this service with the CQC.

Collington Surgery is situated within the Hastings and Rother Clinical Commissioning Group (CCG) and provides services to approximately 7,800 patients under the terms of a general medical services (GMS) contract.

The practice has four GP partners, one salaried GP and a regular locum GP (male and female). The practice

employed two paramedic practitioners (male and female), four female nurses and three female healthcare assistants and a phlebotomist. There was a dispensary manager and a team of dispensers. There was a practice manager and a range of reception and administrative staff.

The practice is a training practice for GP registrars (qualified doctors who are undergoing further specialist GP training), medical and nursing students, and paramedics, pharmacists and physician associates.

There are higher than average number of patients over the age of 65 and fewer patients aged under 18 than the local and national average. Information published by Public Health England, rates the level of deprivation within the practice population group as seven, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met;</p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <p>There was no record of action taken in relation to safety alerts.</p> <p>The monitoring of patients on high-risk medicines was not consistent or in line with guidance.</p> <p>This was in breach of regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>