

Hastings Old Town Surgery

Inspection report

The Ice House
Rock-a-nore Road
Hastings
TN34 3DW
Tel: 01424452800

Date of inspection visit: 31/03/2022
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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Hastings Old Town Surgery between 28 March 2022 and 1 April 2022. Overall, the practice is rated as Good.

The key questions are rated as:

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Hastings Old Town Surgery on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a comprehensive first rated 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
- Site visits

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

Overall summary

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 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.
- The practice had participated in a number of local initiatives to improve the health and wellbeing of patients, including work with a local carers charity and mental health services.
- The practice had developed safeguarding systems to respond to safeguarding information and improve stakeholder engagement.

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

- Review and update the authorisation of patient group directives (PGDs) to ensure they are signed when new staff have completed the form.
- Keep cervical screening results under review and continue to take action to improve engagement.

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. A further two CQC team inspectors and a practice manager advisor assisted with site visits.

Background to Hastings Old Town Surgery

Hastings Old Town Surgery is located in Hastings at:

The Ice House

Rock-a-nore Road

Hastings

TN34 3DW

The practice has two branch surgeries at:

Churchwood Medical Practice

Tilebarn Road

St. Leonards-on-sea

TN38 9PA

And

Warrior Square Surgery

19-21 Marlborough House

Warrior Square

St. Leonards-on-sea

TN37 6BG

We visited all three sites as part of this inspection.

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

The practice offers services from both a main practice and two branch surgeries. Patients can access services at any surgery.

The practice is situated within the Sussex Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 24,200. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

There is a team of two GP partners and five salaried GPs. There are a further two non-clinical partners. The practice has a team of nine nurses, six allied healthcare professionals, two clinical pharmacists, six healthcare assistants, two paramedics and a phlebotomist. The GPs were supported at the practice by a team of care coordinators, reception and administration staff. The practice site managers were based at each site to provide managerial oversight.

At the time of the inspection we found that the registration of the provider did not accurately reflect the partners of organisation and action was underway to resolve these issues.

The practice is open between 8am to 18:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Out of hours services are provided by NHS 111.