

# Dr AD Pullan & Partners

## Inspection report

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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 responsive?

Good



# Overall summary

We previously carried out an announced comprehensive inspection at Dr AD Pullan and Partners on 12 November 2019. The practice was rated as requires improvement for providing a responsive service. We completed a desktop inspection on 8 October 2019 to ensure that the issues identified had been addressed. The full comprehensive report on the inspection carried out in November 2018 can be found by selecting the 'all reports' link for at Dr AD Pullan and Partners on our website at

At this inspection we followed up on areas for improvement identified at the previous inspection on 12 November 2018.

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.
- information from the provider, patients and other organisations.

We have rated this practice as **Good** in providing a responsive service and **Good** overall.

We reviewed provider information on the improvements made since the inspection on 12 November 2018 which included:

- Audit and reevaluate the impact of the changes implemented to improve patient access to the service.

- Review and reconcile the list held of patients on the practice safeguarding registers with external agencies to ensure they are current.
- Consider fully documenting the root cause analysis conducted for significant events and complaint investigations.
- Improve communication with care home managers.
- Improve the detail in the practice final response to complaint letters to include information on the 'next steps' patients may choose to take.
- Improve staff awareness of the Accessible Information Standard.
- Consider keeping copies of the practice business continuity plan off site.

We found improvements had been made in all these areas and the practice was rated as Good for providing a responsive service.

In addition to areas of improvement made within the responsive key lines of enquiry, the practice provided evidence on the invites sent to the external agencies to reconcile their safeguarding registers to ensure they were current. The practice provided information on how they all held copies of the business continuity plan and advised of the recent need to utilise this when the electronic systems suffered outages.

The areas where the provider should make improvements are:

- Continue to review and evaluate the effectiveness of changes made to improve telephone access.

## Population group ratings

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector.

## Background to Dr AD Pullan & Partners

Dr AD Pullan and Partners, also known as Furlong Medical Practice, is located in Tunstall, Staffordshire and delivers regulated activities from this practice only. The practice is registered with the CQC as a partnership provider and holds a General Medical Services (GMS) contract with NHS England and provides a number of enhanced services to include minor surgery. A GMS contract is a contract between NHS England and general practices for delivering general medical services. The practice is part of the NHS Stoke On Trent Clinical Commissioning Group (CCG).

The practice is a training practice for GP Registrars and medical students to gain experience in general practice and family medicine. It is also a placement practice for student nurses. The practice treats patients of all ages and provides a range of medical services. At the time of the inspection the practice had approximately, 10,004 registered patients. The practice area is one of high deprivation when compared with the local and national averages. The practice has 66% of patients with a long-standing health condition compared to the CCG average of 57% and the national average of 53%, which could mean an increased demand for GP services.

The practice staffing comprises of four GP partners and one salaried GP providing 4.5 Whole Time Equivalent (WTE) hours (based on full time being eight sessions). The clinical team includes three advanced nurse practitioners (ANP), a nurse manager, five practice nurses and two health care assistants who together provide 6.7 WTE hours and a pharmacist employed for 7.5 hours per week. The practice is supported by a practice manager, project co-ordinator, caretaker and a team of customer care and administrative staff.

Opening hours are between 8am and 6pm Monday, Wednesday and Friday. Tuesday between 7am and 8pm and Thursday between 8am and 4pm. The practice offers an extended hours access service between 7am and 8am each weekday, with options to see a GP, an ANP or the healthcare assistant. The practice is closed on a Saturday and Sunday and has opted out of providing cover to patients in the out-of-hours period. During this time services are provided by Staffordshire Doctors Urgent Care, patients access this service by calling NHS 111. Additional information about the practice is available on their website:

Are services responsive to people's needs?