

# Albion Street Surgery

## Quality Report

9 Albion Street

Brighton

East Sussex

BN2 9PS

Tel: 01273 601122

Website: [www.albionstreetsurgery.co.uk](http://www.albionstreetsurgery.co.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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

The practice is rated good overall and good for providing safe services.

We carried out an announced comprehensive inspection of this practice on 17 November 2015. The overall rating for the practice was good. However, a breach of legal requirements was found during that inspection within the safe domain. After the comprehensive inspection, the practice sent us an action plan detailing what they would do to meet the legal requirements. We conducted a focused inspection on 17 March 2017 to check that the provider had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

During our previous inspection on 17 November 2015 we found the following area where the practice must improve:

- Ensure that all GPs are trained to level three children's safeguarding.
- Ensure that a fire risk assessment, regular drills and fire training for staff are all carried out.

Our previous report also highlighted the following areas where the practice should improve:

- Continue to improve the uptake of new patient and NHS health checks.
- Continue to improve patient recall and reviews for patients with a learning disability and those living with long term conditions.
- Build on the work to demonstrate quality improvement by increasing the number of full cycle audits conducted within the practice.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

During the inspection on 17 March 2017 we found:

- All clinical staff were now trained in children's safeguarding level three.
- The practice conducted regular fire drills, fire training and fire risk assessments in accordance with practice policy.

We also found the following in relation to the areas where the practice should improve:

- The practice was taking steps to improve the uptake of new patient and NHS health checks within the practice. Patients were sent a letter inviting them to attend and reminders about their appointments by text.

# Summary of findings

- The practice was taking steps to improve patient recall and reviews for patients with a learning disability and those living with long term conditions. The Quality and Outcomes Framework (QOF) performance results for the practice in 2015/2016 were 97% (92% clinical commissioning group and 95% nationally) which was an increase from 85% in

2014/2015. (QOF is a system intended to improve the quality of general practice and reward good practice). The practice now had a policy in place to phone non-attenders which had improved uptake.

- The practice had increased the number of full cycle audits conducted within the practice and four full cycle audits had taken place over the last 12 months.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is now rated good for delivering safe services.

At our last inspection on 17 November 2015 we found that safety systems and processes and monitoring risks to patients were not always assessed and well managed. This was in relation to the appropriate training for GPs in child safeguarding and carrying out regular fire risk assessments, fire drills and fire training in accordance with practice policy.

At this focussed inspection in March 2017, we found that the practice had implemented their action plan to ensure that these issues had been addressed. All clinical staff were now trained in child safeguarding to level three. Fire risk assessments, fire drills and fire training were carried out regularly and in accordance with practice policy.

Good



# Albion Street Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

The inspection was conducted by a CQC inspector.

## Background to Albion Street Surgery

Albion Street Surgery offers general medical services to people living and working in the city of Brighton and Hove and operates from:

9 Albion Street

Brighton

East Sussex

BN2 9PS

Albion Street Surgery has two partner GPs (one female and one male) and one salaried GP (female). There is a practice nurse working two days a week, an advanced nurse practitioner working one morning a week and a healthcare assistant working three days a week. There are approximately 6,075 registered patients.

The practice is open between 8.30am and 6.00pm Monday to Friday. Between 8.00am and 8.30am and 6.00pm and 6.30pm calls are diverted to an out of hours service.

Appointments are from 8.50am to 12.00am every morning and 3.30pm to 5.30pm daily. In addition to pre-bookable appointments that can be booked up to six weeks in advance, urgent appointments are also available for people that need them.

The practice has opted out of providing out of hours services to their patients. There are arrangements for patients to access care from an out of hours provider via NHS 111.

The practice population has a lower number of patients under the age of 18 and a lower percentage of patients over the age of 65 compared with the England average. The practice population has higher than average levels of unemployment and patients who are disability allowance claimants, which can mean a greater need for health services.

## Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on 17 November 2015 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Breach of legal a requirement was found. As a result, we undertook a focused inspection on 17 March 2017 to follow up on whether action had been taken to deal with the breach.

## How we carried out this inspection

During our visit we:

- Spoke with the practice manager.
- Reviewed practice documentation.

# Detailed findings

Please note that when referring to information throughout this report relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our last inspection on 15 November 2015 we found that safety systems and processes and monitoring risks to patients were not always assessed and well managed. This was in relation to the appropriate training for GPs in child safeguarding and carrying out regular fire risk assessments, fire drills and fire training in accordance with practice policy.

These arrangements had significantly improved when we undertook a follow up inspection on 17 March 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

At our last inspection we found not all GPs had received training relevant to their role and were only trained to children's safeguarding level two.

During this inspection we found that all clinical staff (GPs and nurses) had received children's safeguarding training level three.

### Monitoring risks to patients

During our last inspection we found that the practice did not have an up to date fire risk assessment and had not carried out regular fire drills and fire training.

During this inspection we saw records to show that annual fire drills and fire training had taken place and the practice had a policy in place stating that fire drills and fire training must be carried out once in every 12 months. There was an up to date fire risk assessment with clear records showing actions taken as a result.