

Cliffe Woods Surgery

Inspection report

Parkside
Cliffe Woods
Rochester
ME3 8HX
Tel: 01634949300
www.highparksmedicalpractice.nhs.uk

Date of inspection visit: 11 April 2022
Date of publication: 06/05/2022

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 

Are services responsive to people's needs?

Good 

Overall summary

We carried out an announced focussed inspection at Cliffe Woods Surgery on 11 April 2022. The overall rating for the practice remains **Good**.

Why we carried out this inspection:

We carried out an announced focussed inspection on 11 April 2022 in response to information of concern we received regarding access to the practice. This report covers findings in relation to those requirements.

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 in line with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing / telephone interviews.
- Requesting evidence from the provider.
- A short site visit.

Our judgement of the quality of care at this service is based 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.

This practice remains rated as Good overall.

The key question at this inspection is rated as:

Are services responsive? – **Good**

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

- Continue with plans to add the new GP partner to the provider registration with CQC.
- Continue to implement action plans and monitor improvements to patient satisfaction scores regarding access.

Details of our findings and the evidence supporting our ratings are set out in the evidence table.

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 Care Quality Commission (CQC) lead inspector.

Background to Cliffe Woods Surgery

The registered provider is Highparks Medical Practice.

Cliffe Woods Surgery is located at Parkside, Cliffe Woods, Rochester, Kent, ME3 8HX. The practice is situated within the NHS Kent and Medway Clinical Commissioning Group (CCG) and has a general medical services contract with NHS England for delivering primary care services to the local community.

As part of our inspection we visited: Cliffe Woods Surgery, Parkside, Cliffe Woods, Rochester, Kent, ME3 8HX only where the provider delivers regulated activities. The provider also delivers services from: Cliffe branch surgery, Millcroft Road, Cliffe, Rochester, Kent, ME3 7QN; Higham branch surgery, Hermitage Road, Higham, Rochester, Kent, ME3 7DB; and Wainscott branch surgery, Miller Way, Wainscott, Rochester, Kent, ME2 4LP. Patients registered at Cliffe Woods Surgery can access services at any of these sites.

The provider has a dispensary at the Cliffe branch surgery.

Cliffe Woods Surgery has a registered patient population of approximately 15,680 patients. The practice is located in an area with a lower than average deprivation score.

There are arrangements with other providers to deliver services to patients outside of the practice's working hours.

The practice staff consists of five GP partners (two male and three female), eight salaried GPs (five male and three female), four GP registrars (two male and two female), two practice managers, one assistant practice manager, five practice nurses (all female), one assistant practitioner (female), one paramedic practitioner (male), two healthcare assistants (both female), one physicians associate (female), one clinical pharmacist (male), one phlebotomist as well as dispensers, reception, administration and cleaning staff. The practice also employs locum GPs via an agency.

Cliffe Woods Surgery is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; treatment of disease, disorder or injury. One of the GP partners had retired and the provider had updated their registration with CQC. A new GP partner had joined the practice and the provider was in the process of adding them to their registration with CQC.