

Sunnyhill Healthcare C.I.C

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.

Overall summary

We carried out an announced focused inspection at Sunnyhill Healthcare CIC on 12 December 2019 to confirm that the practice had carried out the necessary improvements in relation to their breaches of regulation.

The practice received an overall rating of inadequate at our inspection on 11 September 2019 when warning notices were issued. This rating will remain unchanged until we undertake a further full comprehensive inspection within six months of the publication date of the initial report.

The practice was inspected on 12 December 2019 and found to be compliant with the warning notices.

The full comprehensive report from the September 2019 inspection can be found by selecting the 'all reports' link for Sunnyhill healthcare CIC on our website at .

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.

Our key findings were:

- The practice was compliant with the warning notices.
- The practice had improved systems around infection prevention and control. Cleaning schedules were in place and audits had been acted on.
- A full record of staff immunisations was held.

- Appropriate risk assessments had been completed, including for health and safety, security and legionella. Mitigating actions that had been identified, such as water temperature checks were being conducted.
- The system to manage patient safety alerts was effective.
- The practice had completed relevant quality improvement activity to make improvements. Audits of the practice of non-medical prescribers had been completed.
- The practice ensured staff had their training needs identified through the appraisal system. This system also gave staff an opportunity to raise concerns and set performance objectives.
- The practice had improved systems around management of significant events, incidents, complaints and patient feedback. We saw systems in place to analyse themes and share learning.

There were areas where the provider **should** make improvements are:

- Ensure that all patient contacts are recorded in clinical records.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP.

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

This inspection was carried out by a CQC inspector.

Background to Sunnyhill Healthcare C.I.C

Sunnyhill Healthcare Community Interest Company (CIC), also known as Arlesey Medical Centre, provides a range of primary medical services, including minor surgical procedures, from its location at High Street, Arlesey, SG15 6SN. It is part of the NHS Bedfordshire Clinical Commissioning Group (CCG). The practice holds an Alternative Provider Medical Services (APMS) contract, this is a locally agreed contract with clinical commissioning groups and GP practices.

The practice serves a population of approximately 4,600 patients. The practice population is 94% white British.

The practice supports a local care home and a local learning disability home.

Information published by Public Health England rates the level of deprivation within the practice population group as nine on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The clinical team consists of one lead GP (male) and a salaried GP (male). The practice uses regular locum GPs.

The practice also employs a female senior nurse practitioner / prescriber. The team is supported by a practice manager and a team of non-clinical, administrative staff.

The practice operates from a single storey property that is leased from the local authority. The medical centre utilises part of this building and other areas are used by the local library, community centre and village hall. Patient toilet facilities are shared with these services. There is disabled access throughout. There is a car park outside the surgery, with disabled parking available.

Sunnyhill Healthcare CIC is open from 7am to 6.30pm on Monday and Friday, 8am to 6.30pm on Tuesday and Thursday and 7.30am to 6.30pm on Wednesday. When the practice is closed, out of hours services can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.