

Dr AD Pullan & Partners

Inspection report

Furlong Road
Tunstall
Stoke On Trent
ST6 5UD
Tel: 01782577388
www.furlongmedicalcentre.gpsurgery.net

Date of inspection visit: 26 October 2022
Date of publication: 09/11/2022

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 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 comprehensive inspection at Dr AD Pullan & Partners on 26 October 2022 and carried out our remote clinical searches on 24 October 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Following our previous inspection on 8 October 2019, the practice was rated good overall and good for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr AD Pullan & Partners on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up concerns reported to Care Quality Commission.

Outline focus of inspection to include:

- We inspected safe, effective, caring, responsive and well led.
- We investigated through the inspection of the practice the information of concern received to the Care Quality Commission.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.
- Staff feedback questionnaires.

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

Overall summary

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

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.
- 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-centre care.

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

- Take steps to review the practice recruitment policy to include their current recruitment procedures, such as; staff immunisations and qualification verifications.
- The practice should take steps to either routinely download blood test monitoring results into the patient's records or make a record of the result to demonstrate the test result was safe prior to repeat prescribing.
- In line with the practice strategy continue with measures to improve inter staff communications.
- Continue to improve the uptake of cervical screening and the childhood immunisation for measles, mumps and rubella.
- Review documentation to ensure it is clearly recorded when patients are issued with an appropriate steroid card.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

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.

Background to Dr AD Pullan & Partners

Dr AD Pullan & Partners is located in Tunstall, Staffordshire at:

Furlong Road

Tunstall

Stoke On Trent

Staffordshire

ST6 5UD

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.

The practice is situated within the Staffordshire and Stoke on Trent Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of 9,894. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices entitled Holistic Patient Centre Care (HIPC) and utilises the Additional Roles Reimbursement Scheme (ARRS) staff groups.

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

According to the latest available data, the ethnic make-up of the practice area is 7.5% Asian, 88.9% White, 1.4% Black, 1.9% Mixed, and 0.4% Other.

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of four GP partners, a physician's associate, two pharmacists, two advanced nurse practitioners, three practice nurses, three Specialty Trainee GPs, a foundation programme year two doctor (F2) and three health care support workers. The practice is supported by a practice manager, a personal assistant to the practice manager, a co-ordinator and finance staff member, nine customer care/reception/ staff, three workflow administrators, two secretaries, one admin/secretary, three administrators and a caretaker.

The practice is a training practice for GP Registrars and medical students to gain experience in general practice and family medicine. The practice also provides training for practice nurses, health care assistants, physicians associates and pharmacists.

The practice is open between 8am to 6pm Monday, Tuesday, Wednesday and Friday and 8am to 4pm on Thursday. The practice offers a range of appointment types including book on the day, telephone consultations, online consultations and advance booking appointments.

Extended access is provided locally by the North Staffordshire GP Federation, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.