

Parkfields Surgery

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 carried out a desk top follow up inspection at Parkfields Surgery on 18 August 2020 to review the responsive key question.

We based our judgement of the quality of care at this service on documentation and information from the provider and information from our ongoing monitoring of data about services.

The practice was inspected in October 2019 where it received an overall rating of good, with a rating of requires improvement for the responsive key question due to poor National GP Survey results in regards to access and appointment availability.

At this inspection, we found the provider had satisfactorily addressed these issues and data had improved regarding patient feedback.

We have rated this practice as **good** for provider responsive services, and **good** overall.

We rated the practice as **good** for providing responsive services because:

- The 2020 National GP patient survey results had improved and were in line with local and national averages in relation to patient satisfaction to accessing the practice and the types of appointments which were offered to patients.
- The practice had conducted an action plan following the 2019 results which had effectively reviewed patient satisfaction and had implemented changes to attempt to improve patient satisfaction.

This affected all population groups which were rated as **good**.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care.

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC inspector.

Background to Parkfields Surgery

Parkfields Surgery is a GP practice registered with the CQC as a location under Aspiro Healthcare provider registration. Aspiro currently has four other registered locations across three counties. They are in the process of registering a further site within Derby, however at the time of the inspection this process had not yet been completed.

Parkfields surgery is situated in Alvaston, which is a large suburb approximately three miles to the south-east of Derby city centre. It provides primary care medical services commissioned by Derby and Derbyshire CCG and NHS England.

The practice has a population of approximately 6,200 registered patients.

Patients are predominantly of white British origin, although 11% of registered patients are from BME groups. The age profile of registered patients shows a higher percentage of younger patients in comparison to local and national averages, with a slightly lower proportion of patients aged over 65. The practice serves a population

that is ranked in the second most deprived decile for deprivation, which is an indicator of greater health needs. The practice had high prevalence of patients with long term conditions when compared to national averages.

A total of 21 staff members worked at the practice, including two male GP partners, one female GP partner and five salaried GPs (four male and one female) who worked across the three Derby Aspiro sites. There was two nurse practitioners and a clinical pharmacist. The practice had an operations manager and a team of administrators and secretaries.

The practice opens from 8am until 6.30pm Monday to Friday. Scheduled GP appointment times are available each morning between 8.30am to 11.30am and on each afternoon from 3.30pm to 6.30pm. The surgery closes for one afternoon each month for staff training.

When the practice is closed, patients are directed to Derbyshire Health United (DHU) out of hours via the 111 service.