

Avisford Medical Group

Inspection report

Yew Tree Surgery
North End Road
Yapton
West Sussex
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www.avisford.co.uk

Date of inspection visit: 20 September 2019
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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 well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection of Avisford Medical Group on 27 February 2019. The overall rating for the practice was good. The practice was also rated good for providing safe, effective, caring and responsive services. All the population groups were rated good. It was, however, rated as requires improvement for providing well-led services. This was because: -

- Learning from significant events and complaints was not always used or shared effectively to make improvements.

The full comprehensive report on the 27 February 2019 inspection can be found by selecting the 'all reports' link for Avisford Medical Group on our website at .

After the inspection in February 2019 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

This inspection was an announced focused inspection carried out on 20 September 2019 to ensure that the practice was now complying with the regulations.

Overall the practice continues to be rated as good, however it is still rated as requires improvement for providing well led services.

At this inspection our key findings were: -

- There was some evidence to show that the practice regularly discussed significant events and complaints and shared the findings and some of the lessons learned with staff.

However, we also found: -

- Whilst the practice had a policy for reporting significant events, it did not make clear what constituted a significant event or how they should be prioritised.
- The practice did not maintain an accurate or complete chronological log or summary of significant events to enable it to monitor action and identify trends.
- Records of significant events were brief and there was limited evidence to show whether enough information gathering or investigations in to the root cause had taken place.
- Appropriate action and lessons learned were not always identified.
- There was limited evidence to show that agreed actions had been monitored or implemented.
- The practice did not maintain a clear audit trail or accurate log of complaints
- Complaints records indicated that learning was not always widely shared and that a culture of openness and transparency was not embedded.
- The practice had not implemented a system for assuring that all safety alerts received were disseminated appropriately and acted on.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

Dr Rosie Benneyworth BM BS BMedSci MRCGP
Chief Inspector of Primary Medical Services and Integrated Care

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

Population group ratings

Our inspection team

The inspection was undertaken by two CQC inspectors.

Background to Avisford Medical Group

The practice provides services for approximately 10,400 patients living within the villages of Yapton, Middleton and surrounding areas. The practice has a relatively large number of patients aged 65 and older compared to the national average. Deprivation amongst children and older people is very low when compared to the population nationally.

As well as a team of two GP partners and five salaried GPs (five male and three female), the practice also employs three advanced nurse practitioners, two practice nurses, four health care assistants and a paramedic practitioner.

A practice manager is employed and there is a team of receptionists and administrative clerks. The practice is a training practice for GP trainees and foundation level two doctors.

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; maternity and midwifery services; family planning; and surgical procedures.

Avisford Medical Group is based in the following locations. This inspection took place at Middleton Medical Centre:

Yew Tree Surgery

North End Road

Yapton

West Sussex

BN18 0DU

and

Middleton Medical Centre

Elmer Road

Middleton-On-Sea

West Sussex

PO22 7SR

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance How the regulation was not being met The provider did not have effective systems and processes to ensure compliance with requirements and to demonstrate good governance. In particular we found: Systems for assessing, monitoring and improving the quality and safety of the services in response to significant events, patient safety alerts and complaints were not effective.