

Clinton Road Surgery

Inspection report

19 Clinton Road
Redruth
Cornwall
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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 safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out a focused inspection of Clinton Road Surgery to follow up on a breach of Regulation 13; Safeguarding service users from abuse and improper treatment. This is because at our last inspection in January 2019 we found that;

- Children whose records were coded as having child safeguarding issues did not have easily accessible information prompting authorised clinicians to this risk.
- The practice did not have a clear system in place for recording and discussing softer concerns about children who could be at risk.
- The practice did not have a consistent approach to recording codes of child protection with assignment of an appropriate risk level.
- There was no specific central list of adult safeguarding concerns to provide easily accessible prompts for authorised clinicians alerting them to risks.

Before this inspection, we carried out an annual review of the information available to us including information provided by the practice. Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

Effective-Good

Caring-Good

Responsive-Good

Well-led-Good

We also carried forward the rating for all population groups which were all rated as Good.

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

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

At this inspection we focused on the provision of safe services which we have rated as Good.

We found that:

- Safeguarding policies and procedures had been updated which now included different codes for different safeguarding concerns for children, including 'soft' concerns as well as those of a more serious nature.
- The practice had implemented safeguarding lists and had designated an administrative safeguarding lead to ensure lists and coding were regularly reviewed and actions from safeguarding multi-disciplinary meetings were added to patient's records and tasked to a clinician if required.
- Staff had the information they needed to deliver safe care and treatment.
- The practice learned and made improvements when things went wrong.

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

- Test the fire alarm system in line with their policy.
- Continue to review its medicine management arrangements to ensure fridge temperatures are monitored appropriately. The practice needs to assure themselves that temperatures have not been outside of recommended parameters in the event temperatures have not been recorded.

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 lead inspector. The team included a GP specialist advisor.

Background to Clinton Road Surgery

Clinton Road Surgery is located in Redruth, Cornwall. The surgery has reasonable transport links within Redruth but limited to surrounding villages. There are pharmacies located nearby in Redruth.

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. These are delivered from the registered location.

Clinton Road Surgery is situated within the Kernow Clinical Commissioning Group (CCG) and provides services to 4,700 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of three GPs (two female and one male) who registered with the CQC in April 2013. The practice employed a practice nurse, two phlebotomists (who were training to be health care assistants), several administration staff and a practice manager.

Clinton Road Surgery is a teaching practice, providing placements for medical students in the third, fourth and fifth years of their training.

Information published by Public Health England, rates the level of deprivation within the practice

population group as four, on a scale of one to ten. Level one represents a higher level of deprivation and level ten the lowest. Male life expectancy is in line with the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

The practice is open between 8am and 6:30pm Monday to Friday. Extended hours appointments are available every Thursday between 6.30pm to 8pm.

The practice also provides extended services on a rotation with other practices in the area

opening every third Sunday. Outside of these times, patients access hubs based in Cambourne and Redruth Community Hospitals. Other hubs are based in Bodmin, Stratton, St Austell, Liskeard, Newquay, Falmouth and Truro. Staff at the practice direct patients to these access services with further information available on the practice website.