

# Newington Road Surgery Limited

## Inspection report

100 Newington Road  
Ramsgate  
Kent  
CT12 6EW  
Tel: 01843595951  
[www.newingtonroadsurgery.co.uk](http://www.newingtonroadsurgery.co.uk)

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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

Are services well-led?

Requires improvement



# Overall summary

We carried out an announced follow up inspection at Newington Road Surgery on 20 October 2020. We followed up on safeguarding concerns identified during the inspection conducted on 21 May 2019 and to assess improvements required in respect of governance systems found on 12 June 2018.

This report was created as part of a pilot which looked at new and innovative ways of fulfilling CQC's regulatory obligations and responding to risk in light of the Covid-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the practice.

We found that the practice had made some improvements. We found:

- The practice had a policy on vulnerable adults and children who were at risk, or in need who failed to attend clinical appointments with primary or secondary care.
- The practice safeguarding policy had been revised and addressed the disclosure of physical or sexual abuse. However, it did not reflect current General Medical Council guidance on the recording of risk assessments relating to children under 18 years who are sexually active.

- The practice had appointed an administrative member of staff to support the safeguarding lead clinician to collate, review and manage risks to the patients.
- The practice had introduced regular and structured team meetings, but the meeting minutes lacked details of discussion, actions and resolution of tasks.
- The practice had not ensured all patients were appraised of potential risks relating to their medicines and that they were appropriately monitored.

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.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

## Background to Newington Road Surgery Limited

Newington Road Surgery is in a deprived coastal area of north east Kent, Thanet. There are high levels of unemployment and transient communities; many have been relocated from London. The practice provides services to approximately 8,000 patients.

The provider is a partnership of two GPs one male, one female. They are supported by two GP locums both male, two practice nurses, health practitioner, a health care assistant, a paramedic and a pharmacist. There is an administrative team overseen by an office manager.

The practice operates from a single location, 100 Newington Road, Ramsgate, Kent CT12 6EW. The provider website is .

The practice does not provide out of hours care. Patients are advised to call the national 111 services commissioned from IC24 or a minor or emergency care centre. Newington Road Surgery provides the following regulated activities.

- Diagnostics and screening procedure
- Treatment of disease, disorder and injury
- Surgical procedures
- Family planning
- Maternity and midwifery

This section is primarily information for the provider

## Enforcement actions

### 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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Family planning services	The practice had failed to address risks to patients in response to medicine and health regulatory agency alerts relating to medicines.
Maternity and midwifery services	The clinical safeguarding lead had not endorsed vulnerable patient records to show they had been reviewed and appropriate actions taken.
Surgical procedures	Team meetings lacked details of discussion, actions and resolution of tasks.
Treatment of disease, disorder or injury	