

Avisford Medical Group

Inspection report

Avisford Medical Group
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Yapton
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West Sussex
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www.avisford.co.uk






Date of inspection visit: 27 February 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 safe?	Good 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Requires improvement 

Overall summary

We previously carried out an announced comprehensive inspection at Avisford Medical Group on 20 April 2018. The overall rating for the practice was requires improvement. This was because arrangements were not in place to ensure services were provided in a safe way to patients, effective arrangements for ensuring good governance were not in place and the practice needed to ensure staff received the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out their duties. The full comprehensive report on the 20 April 2018 inspection can be found by selecting the 'all reports' link for Avisford Medical Group on our website at .

After the inspection in April 2018 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

We carried out an announced comprehensive follow up inspection at Avisford Medical Group on 27 February 2019. At this inspection we followed up on breaches of regulations identified at our previous inspection on 20 April 2018.

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.

We have rated this practice as good overall and in four of the key questions except for the well led domain, where the practice still requires improvement. The practice is rated as good for all population groups.

We rated the practice **good** for providing safe, effective caring and responsive services because:

- Risks to patients, staff and visitors were assessed, monitored and managed in an effective manner.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence based guidelines.

- Practice performance against the quality and outcomes framework indicators showed that practice performance was higher than average in several areas, for example for patients suffering with dementia.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patient survey results were positive and higher than average in some areas including patients overall experience of the practice.
- Patients found the appointment system easy to use and reported that they could access care when they needed it.
- There was an active patient participation group in place who told us that they had seen improvements within the practice. They told us the practice listened to patient views and acted on them.
- Staff were positive about working in the practice and felt valued and supported in their roles. They had access to essential training and were encouraged to develop in their roles.

We rated the practice **requires improvement** for well led because:

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

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.

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

- Improve the uptake for cervical screening to ensure at least 80% coverage in line with the national target.
- Keep a central record that provides an audit trail of action taken in response to external medicine and patient safety alerts.

Dr Rosie Bennyworth BS BMedSci MRCGP
Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

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.

For information about practice services, opening times and appointments please visit their website at <https://www.avisford.co.uk>

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. Both were visited as part of this inspection:

Yew Tree Surgery

North End Road

Yapton

West Sussex

BN18 0DU

and

Middleton Medical Centre

Elmer Road

Middleton-On-Sea

West Sussex

PO22 7SR

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.

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	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met:</p> <p>The provider did not have effective systems and processes to ensure compliance with requirements and to demonstrate good governance. In particular we found:</p> <p>Systems for assessing, monitoring and improving the quality and safety of the services because of significant events and complaints were not effective.</p> <p>The provider was unable to demonstrate that they used the information from significant events and complaints to make improvements and demonstrate that they had been made.</p> <p>This was in breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>