

# Clinton Road 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 safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Clinton Road Surgery on 4 January 2019 as part of our inspection programme.

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. However, we rated safe as requires improvement because we found that:**

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. However, some safeguarding procedures and processes lacked consistency when applied. Immediately following the inspection, the practice submitted evidence demonstrating procedures had been reviewed with named staff responsible for information management.

**We have rated this practice good for all population groups and effective, caring, responsive and well lead because:**

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

- All 51 patients providing feedback during the inspection were strongly positive about the practice. Staff were said to be compassionate, friendly and went the extra mile to support patients and their carers'.
- Audit continued to be used to identify in-depth learning and implement changes to improve patient care and treatments.
- Succession planning and staff development was proactive and created a flexible and responsive workforce.

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

Establish effective systems and processes to prevent abuse of patients.

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

- Review safeguarding procedures and processes to make information about patient concerns clearly available and consistently applied by all authorised staff.
- Consider overall amalgamation of grouped patient lists to produce a vulnerable adult list of patients to facilitate and record risk, actions and monitoring.
- Review the recruitment process to ensure the 'green book' is adhered to so pre-employment checks include obtaining the immunity status of non-clinical staff.
- Develop a reception pathway of written guidance covering the escalation and reporting of red flag symptoms to a GP.
- Improve the identification of carers to enable this group of patients to access the care and support they need.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

## Population group ratings

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

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, and a GP specialist adviser who was shadowing the team.

## Background to Clinton Road Surgery

Clinton Road Surgery is located in Redruth, Cornwall. The surgery has reasonable transport links within Redruth but limited out 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 4638 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, a health care assistant, several administration staff and a practice manager. The practice is not currently part of any wider network of GP practices.

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

There is a higher percentage of patients with long term conditions (62%) compared with the national average of 54%. The National General Practice Profile states that 98% of the practice population is from a white background with a further 2% of the population originating from black, mixed or other non-white ethnic groups. 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 four represents a higher level of deprivation and level ten the lowest. Male life expectancy is 79 years compared to 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. Late surgeries are run on every Thursday between 6.30pm to 8pm as part of the improved access to extended services. 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.

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 13 HSCA (RA) Regulations 2014 Safeguarding service users from abuse and improper treatment</p> <p><b>How the regulation was not being met:</b></p> <p>Children whose records were coded as having child safeguarding issues did not have easily accessible information prompting authorised clinicians to this risk.</p> <p>The practice did not have a clear system in place for recording and discussing softer concerns about children who could be at risk.</p> <p>The practice did not have a consistent approach to recording codes of child protection with assignment of an appropriate risk level.</p> <p>There was no specific central list of adult safeguarding concerns to provide easily accessible prompts for authorised clinicians alerting them to risks.</p>