

Cliffe Woods Surgery

Inspection report

Parkside
Cliffe Woods
Rochester
ME3 8HX
Tel: 01634221410

Date of inspection visit: 27 April 2021
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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



Overall summary

We carried out an announced comprehensive inspection at Cliffe Woods Surgery on 4, 5 and 6 February 2020. The overall rating for the practice was Good but the Safe domain was rated as Requires Improvement. The full comprehensive report on the February 2020 inspection can be found by selecting the 'all reports' link for Cliffe Woods Surgery on our website at www.cqc.org.uk.

After our inspection in February 2020 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

Why we carried out this inspection:

We carried out an announced focussed follow-up inspection on 27 April 2021 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection in February 2020. This report covers findings in relation to those requirements.

How we carried out the inspection:

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was in line with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our judgement of the quality of care at this service is based 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.

This practice remains rated as Good overall.

The key question at this inspection is rated as:

Are services safe? – Good

We rated the practice as **good** for providing safe services because:

- Risks to patients, staff and visitors continued to be assessed, monitored or managed in an effective manner.
- The provider had made improvements to the arrangements for medicines management to help keep patients safe. However, further review and improvement of some standard operating procedures (SOPs) were required.

Overall summary

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

- Continue with plans to replace clinical wash-hand basins that do not currently comply with Department of Health guidance at the next refurbishment.
- Continue with plans to deliver the practical element of basic life support training to relevant staff when it becomes available as the pandemic restrictions reduce.
- Consider further review and improvement of SOPs to ensure completeness, correct content and clarity.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Not inspected 
People with long-term conditions	Not inspected 
Families, children and young people	Not inspected 
Working age people (including those recently retired and students)	Not inspected 
People whose circumstances may make them vulnerable	Not inspected 
People experiencing poor mental health (including people with dementia)	Not inspected 

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a second CQC inspector.

Background to Cliffe Woods Surgery

- The registered provider is Highparks Medical Practice.
- Cliffe Woods Surgery is located at Parkside, Cliffe Woods, Rochester, Kent, ME3 8HX. The practice is situated within the NHS Kent and Medway Clinical Commissioning Group (CCG) and has a general medical services contract with NHS England for delivering primary care services to the local community.
- As part of our inspection we visited: Cliffe branch surgery, Millcroft Road, Cliffe, Rochester, Kent, ME3 7QN only where the provider delivers regulated activities. The provider also delivers services from: Cliffe Woods Surgery, Parkside, Cliffe Woods, Rochester, Kent, ME3 8HX; Higham branch surgery, Hermitage Road, Higham, Rochester, Kent, ME3 7DB; and Wainscott branch surgery, Miller Way, Wainscott, Rochester, Kent, ME2 4LP. Patients registered at Cliffe Woods Surgery can access services at any of these sites.
- The provider has a dispensary at the Cliffe branch surgery.
- Cliffe Woods Surgery has a registered patient population of approximately 15,600 patients. The practice is located in an area with a lower than average deprivation score.
- There are arrangements with other providers (MedOCC) to deliver services to patients outside of the practice's working hours.
- The practice staff consists of five GP partners (two male and three female), eight salaried GPs (five male and three female), four GP registrars (two male and two female), two practice managers, one assistant practice manager, five practice nurses (all female), one paramedic practitioner (male), three healthcare assistants (all female), one physicians associate (female), one phlebotomists, one dispensing manager as well as dispensers, reception, administration and cleaning staff. The practice also employs locum GPs via an agency.
- Cliffe Woods Surgery is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; treatment of disease, disorder or injury.