

Park Surgery

Inspection report

St Floras Road
Littlehampton
West Sussex
BN17 6BF
Tel: 01903 717154
www.theparksurgery.co.uk

Date of inspection visit: 13 November 2018
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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



Overall summary

This practice is rated as Good overall. (Previous rating 25 May 2018 – Overall - Good Safe - requires improvement)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Not inspected on this occasion

Are services caring? – Not inspected on this occasion

Are services responsive? – Not inspected on this occasion

Are services well-led? - Not inspected on this occasion

We carried out an announced comprehensive inspection of Park Surgery on 25 May 2018. The overall rating for the practice was good. The practice was also rated good for the effective, caring, responsive and well-led domains and all the population groups. It was, however, rated as requires improvement for providing safe services. The full comprehensive report on the 25 May 2018 inspection can be found by selecting the 'all reports' link for Park Surgery on our website at www.cqc.org.uk.

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

This inspection was an announced focused inspection carried out on 13 November 2018 to ensure that the practice was now complying with the regulations.

At this inspection our key findings were:

- The management of medicines kept patients safe. The practice now had arrangements for keeping patient group directions up to date.

Additionally, we saw that:

- The practice had reviewed the number of patients with chronic lung disease and mental health problems who required annual reviews and had a clear plan in place to improve performance in this area.
- The practice's uptake for cervical screening had increased. Figures provided by the practice showed that it now met the 80% coverage target for the national screening programme, however this data was unverified by the CQC.

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

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

Population group ratings

Our inspection team

Our inspection team was undertaken by a Care Quality Commission (CQC) inspector.

Background to Park Surgery

Park Surgery is situated in the town of Littlehampton. It serves approximately 10,200 patients living in Littlehampton and Rustington. In 2016, the practice had taken on approximately 2,000 additional patients because of a nearby practice closure.

The practice is a partnership consisting of six GPs, an advanced nurse practitioner and a practice manager. Three of the GPs are male and three are female. The partnership employs one salaried GP, four practice nurses, one health care assistant, two phlebotomists, two paramedic practitioners, two assistant managers, four administrators, eleven receptionists and a secretary

Data available to the Care Quality Commission (CQC) shows the practice serves a slightly higher than its clinical commissioning group (CCG) average percentage population between the ages of 19-64 and less than 18. It has a slightly lower than average proportion of patients

over the age of 65 compared to the Clinical Commissioning Group (CCG) area. There is a higher level of deprivation amongst the practice population compared to the CCG area.

For information about practice services, opening times and appointments please visit their website at www.theparksurgery.co.uk

The practice provides services from the following location: -

St Floras Road
Littlehampton
West Sussex
BN17 6BF

Are services safe?

At our previous inspection on 25 May 2018, we rated the practice as requires improvement for providing safe services because:

- The management of medicines did not always keep patients safe.

Specifically, the patient group directions (PGDs) that had been adopted by the practice to allow nurses to administer medicines in line with legislation were not kept up to date. For example, the PGD for administering five different vaccinations had expired in 2016. This meant that the practice could not provide assurance that health professionals administering certain medicines were authorised or trained to do so.

These arrangements had improved when we undertook a follow up inspection on 13 November 2018. The practice is now rated as good for providing safe services.

Appropriate and safe use of medicines

Staff prescribed, administered or supplied medicines to patients and gave advice on medicines in line with current national guidance.

The practice had drawn up a policy that outlined the procedures for reviewing and keeping PGDs up to date and signed. A designated nurse was responsible for ensuring the policy was put in to practice.

There were fail safe systems and processes in place that ensured that PGDs that were due to expire, were renewed in time and signed by relevant staff.

We saw that all that clinical staff who were administering vaccinations had signed the appropriate PGDs and were therefore were legally authorised to do so.

Please refer to the evidence table for further information.