

Ailsworth Medical Centre

Inspection report

32 Main Street
Ailsworth
Peterborough
Cambridgeshire
PE5 7AF

Tel: 01733 380686

Web: <http://www.ailsworthsurgery.co.uk/>

Date of inspection visit: 25 Jun to 25 Jun 2019

Date of publication: 30/07/2019

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 unannounced comprehensive inspection at Ailsworth Medical Centre on 25 June 2019 to respond to concerns raised. The practice was previously inspected in April 2018 and rated as good in all domains and therefore good overall.

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.

We have rated this practice as Good overall.

This means that:

- Patients had good outcomes because they received effective care and treatment that met their needs.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- There were several examples of the caring nature of staff.
- Outcomes from the GP Patient Survey in relation to the care provided by clinicians were generally in line with average.
- People's needs were met by the way in which services were organised and delivered.
- Outcomes for patients in the Quality and Outcomes Framework for 2018/19 showed the practice had maintained a high level of achievement and had reduced their exception reporting.

We have rated the practice as **requires improvement** for providing safe services because:

- The practice did not have evidence of safeguarding training for all staff.

- We found that standard operating procedures were due for review in September 2018 and these had not been reviewed or updated.
- Annual competencies for dispensary staff were not up to date.
- We found there was a system for receiving and acting on safety alerts, however this was not always effective. We found one alert relating to sodium valproate that had been actioned appropriately and patients reviewed. However, we found another alert relating to antibiotics that had not been actioned.

We have rated the families, children and young people population group as **requires improvement** for effective services because:

- Outcomes for childhood immunisations were below the national target.

We found the provider **must**:

- Ensure care is provided in a safe way to patients.

We found the provider **should**:

- Review and improve the new quality improvement system for auditing the services provided.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Review standard operating procedures and policies to ensure these are updated appropriately.
- Improve data relating to timely reviews for patients with a cancer diagnosis.

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

Dr Rosie Benneyworth BS BM BMedSci MRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Requires improvement	
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 CQC inspector and included a GP specialist advisor, a second CQC inspector and a CQC medicines management inspector.

Background to Ailsworth Medical Centre

- The name of the registered provider is Ailsworth Medical Centre.
- The practice address is 32 Main Street, Ailsworth, Peterborough, Cambridgeshire, PE5 7AF.
- There are two branch sites: Parnwell Medical Centre, Saltersgate, Parnwell, Peterborough, PE1 4YL and Newborough Medical Centre, Guntons Road, Newborough, Peterborough, PE6 7QW.
- There are approximately 4,719 patients registered at the practice.
- The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.
- The practice has a General Medical Services (GMS) contract with the local Clinical Commissioning Group (CCG).
- The practice has three GP partners (two male, one female) who hold managerial and financial responsibility for the practice. They are supported by a team of salaried GPs, practice nurses, a phlebotomist and a small dispensary and administrative team.
- The practice was able to offer dispensing services to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy.
- The practice website is <http://www.ailsworthsurgery.co.uk/>
- The opening hours are:
- Ailsworth:
 - Monday: 9am - 1pm, 3.30pm - 6.30pm, Tuesday: 9am - 1pm (nurse clinic only), 3.30pm - 6.30pm, Wednesday: 9am - 1pm, Thursday: 9am - 1pm (nurse clinic only) 3.30pm - 6.30pm, Friday: 9am - 1pm (nurse clinic only) 3.30pm - 6.30pm.
- Parnwell:
 - Monday: 8.30am - 1pm, Tuesday: 8.30am - 1pm, Wednesday: 8.30am - 1pm 3pm - 6.30pm 6.30-7:15pm, Thursday: 8.30am - 1pm, Friday: 8.30am - 1pm.
- Newborough:
 - Monday: Closed, Tuesday: 9am - 12.30pm, Wednesday: Closed, Thursday: 9am - 1pm (nurse clinic only) 3pm - 5.30pm, Friday: 9am - 1pm (nurse clinic only).
- When the practice is closed, Herts Urgent Care provides the out of hours service; patients are asked to call the NHS 111 service to access this service, or to dial 999 in the event of a life-threatening emergency.
- The practice demography differs slightly to the national average, with slightly more 0-19 year olds, fewer 20-39 year olds and more 35 to 54 year olds. Male and female life expectancy in this area is in line with the England average at 82 years for men and 84 years for women.

- Income deprivation affecting children is 11%, which is below the England average of 20% the CCG average of 15%. Income deprivation affecting older people is 10% which is below the England average of 20% and the CCG average of 14%.

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	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment <ul style="list-style-type: none">• The practice did not have evidence of safeguarding training for all staff.• Annual competencies for dispensary staff were not up to date.• We found there was a system for receiving and acting on safety alerts, however this was not always effective. We found an alert relating to antibiotics that had not been actioned.