

# Beaconsfield Road Surgery

## Inspection report

21 Beaconsfield Road  
Hastings  
East Sussex  
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[www.beaconsfieldroadsurgery.co.uk](http://www.beaconsfieldroadsurgery.co.uk)

Date of inspection visit: 10 July 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?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Beaconsfield Road Surgery on 10 July 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 and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs. The practice had an efficient system for handling correspondence and test results to ensure there were no delays for the patient.

- 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.

Whilst we found no breaches of regulations, the provider should:

- Review their infection control action plan and work within the timescales they have identified as required.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## 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 who was accompanied by a GP Specialist Advisor and a Practice Manager Specialist Advisor.

## Background to Beaconsfield Road Surgery

Beaconsfield Road Surgery offers general medical services to the population of Hastings. There are approximately 11,278 registered patients. Beaconsfield Road Surgery is run by two partner GPs. The practice is also supported by two salaried GPs, four practice nurses, two clinical pharmacists, two healthcare assistants, a paramedic practitioner, a team of receptionists, administrative staff and two practice managers who share the role.

There are three female GPs and one male GP.

The practice is open between 8.30am and 6pm Monday, Tuesday and Friday, 8.30am to 8pm on Wednesday and 8.30am to 7pm on Thursday. Telephone lines are open until 6.30pm. There are open surgeries on Monday and Friday mornings when any patient who attends will be seen by a clinician. It has extended hours access, remote care monitoring, minor surgery and health check schemes for patients with a learning disability, alcohol concerns and people living with dementia.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening

procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury. At the time of inspection, the practice was registering for the family planning registered activity.

Beaconsfield Road Surgery is in one of the more deprived areas of England. The practice scored four on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. National General Practice Profile describes the practice ethnicity as being 95% white British, 1.6% Asian, 0.8% black, and 2.1% mixed and 0.5% other non-white ethnicities. The practice demographics show a higher than national average percentage of people in the 65+ and 75+ year age group. The general practice profile shows that 51% of patients registered at the practice have a long-standing health condition, compared to 58% locally and 52% nationally.

When the practice is closed cover is provided by IC24 and is accessed via NHS111. The out of hours service also covers the practice from 8am to 8.30am on Monday to Friday.