

Sandgate Road

Inspection report

The Surgery
180 Sandgate Road
Folkestone
Kent
CT20 2HN
Tel: 01303851241
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Date of inspection visit: 16/12/2019
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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

Following our annual regulatory review of the information available to us, we inspected this service on 16 December 2019. The service was last inspected in January 2015. It was rated as good for providing safe, effective, caring and well led services. It was rated as outstanding for providing responsive services. The outstanding rating followed from the practice's involvement in a project which has since ended.

The current inspection looked at the following key questions; was the service providing effective, responsive and well led services for the registered patient population. We decided not to inspect whether the practice was providing safe or caring services as there was no information from the annual regulatory review which indicated this was necessary

The ratings from our previous inspection for safe and caring services have been carried through to contribute to the overall rating for the practice

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 safe, effective, responsive, caring and well-led services because:

- 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.
- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Governance systems were effective and regularly reviewed.
- The practice was engaged in local initiatives and worked alongside partners in the local healthcare system.

We have rated this practice as good overall and good for all population groups except the population group older people. We rated this as outstanding because the practice's specialist team provided a person-centred, integrated and responsive service to these patients.

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

- Review and implement actions for the management of documentation to help ensure it is kept up to date.
- Implement actions to improve uptake for the cervical screening programme to meet the national target of 80%.

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

Older people	Outstanding	
People with long-term conditions	Good	
Families, children and young people	Good	
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 lead inspector. It included a GP specialist advisor and a practice manager specialist advisor.

Background to Sandgate Road

Sandgate Road is located at The Surgery, 180 Sandgate Road, Folkestone, Kent, CT20 2HN.

The practice is in the town of Folkestone which has a population of about 43,000 people.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

Sandgate Road is within the NHS South Kent Coast Clinical Commissioning Group and provides services to approximately 12,500 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.

There are seven GP partners, four female and three male. There are two salaried GPs both female. There are five nurses and three healthcare assistants. The practice is a training practice. The practice also trains paramedics, to fulfil a role of a paramedic practitioner specialist to undertake home visits for the practice's patients. The clinical team is supported by a practice manager, and an administration and a reception team.

The practice population ethnic profile is predominantly White British. The area experiences slightly higher deprivation than the national average and there are pockets of more severe social deprivation within the practice area. The average male life expectancy for the practice area is 82 years which is higher than the national average of 79 years; female life expectancy is 85 years which is two years higher than the national average.