

Cornerways Surgery

Inspection report

145 George V Avenue
Worthing
BN11 5RZ
Tel:

Date of inspection visit: 24 May 2023
Date of publication: 10/08/2023

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 to people's needs?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Cornerways Surgery on 24 May 2023. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – Good

Responsive – Outstanding

Well-led - Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Cornerways Surgery on our website at www.cqc.org.uk

Following our previous inspection on 28 April 2022, the practice was rated requires improvement overall and for the safe and well-led key questions. It was rated as good for the effective, caring and responsive key questions.

Why we carried out this inspection.

We carried out this inspection to follow up on breaches of regulation from our previous inspection. Our inspection covered the following:

- All five key questions; are services safe, effective, caring, responsive and well-led?
- Breaches of regulations.
- Areas we said the practice should improve.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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.

Overall summary

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.
- Staff were highly motivated and inspired to offer care that was kind and promoted people's dignity.
- Feedback from patients and their representatives who used the service, was consistently positive about the way staff treated people. Patients felt that staff went 'the extra mile' and that their care and support exceeded their expectations.
- Feedback from patients from the national GP patient survey was consistently higher than local and national averages. The practice was consistently ranked highest for overall patient experience within its primary care network and Integrated Care Board area.
- Patient's emotional and social needs were seen as being as important as their physical needs. Personal lists promoted continuity of care.
- There was visible person-centred culture. Staff were highly motivated and inspired to offer care that was kind and promoted people's dignity. Relationships between people who used the service, and staff were strong, caring, respectful and supportive.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.
- Staff felt supported by the leadership team.
- Staff had the training required for their role and were encouraged to develop their skills.
- The practice used innovative and proactive methods to improve patient outcomes, working with other local providers and the surrounding community to share and deliver best practice.
- Patients could access services and appointments in a way and at a time that suited them. Urgent and routine appointments were available on the same day.
- The practice had carried out survey and improvement activity to ensure they were responding to the specific needs of their patients.

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

- Enter records in the patient notes to demonstrate the prescriber checked monitoring was up to date prior to issuing a prescription. Enter records in the patients' notes to demonstrate that a medication review had been completed.
- Follow up patients who require high dose steroid treatment for severe asthma episodes and issue steroid cards in line with national guidance.
- Continue to encourage patients to become involved and set up a patient participation group.

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

Dr Sean O'Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews, without visiting the location.

Background to Cornerways Surgery

Cornerways Surgery is in the town of Worthing at:

145 George V Avenue,

Worthing,

West Sussex

BN11 5RZ

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

The practice is situated within the Integrated Care System (ICS) NHS Sussex and delivers General Medical Services (GMS) to a patient population of about 3700. This is part of a contract held with NHS England.

The practice is part of the Cissbury Integrated Primary Care Network, which is made up of four local practices.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second highest decile (9 out of 10). The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 95% White, 2% Asian, 1.7% Mixed, 0.7% Black and 0.3% Other.

The age distribution of the practice population closely mirrors the local and national averages. There are more male patients registered at the practice compared to females.

There are 2 GP partners. The practice has a team of 2 practice nurses and 1 health care assistant. The GPs are supported by a practice manager and a team of reception and administration staff.

For more information on opening times and services provided visit: www.cornerwayssurgery.com

Extended access is provided locally by a federation of GPs, where late evening and weekend appointments are available. Patients requiring a GP outside of normal working hours are advised to contact the NHS 111 service where they will be given advice or directed to the most appropriate service for their medical need.