

Corner Place Surgery

Inspection report

46a Dartmouth Road
Paignton
Devon
TQ4 5AH
Tel: 01803557458
www.cornerplacesurgery.co.uk

Date of inspection visit: 25/9/19
Date of publication: 05/12/2019

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?

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 Corner Place Surgery on 25 September 2019 as part of our inspection programme.

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: Effective and Well led.

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Safe, Caring and Responsive.

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.
- 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:**

- Continue to monitor performance and encourage uptake of childhood immunisations and cervical cancer screening. This includes reviewing and considering alternative ways of engagement with the local population.
- Continue to improve consistency of documentation gathered as part of the recruitment process.
- Continue to maintain appropriate oversight of patient group directives to ensure they are completed appropriately.

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	Good	
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.
The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Corner Place Surgery

Corner Place Surgery is located at 46a Dartmouth Road, Paignton, Devon TQ4 5AH.

The provider is registered with CQC to deliver the Regulated Activities:

Diagnostic and screening procedures

Maternity and midwifery services

Surgical procedures

Family planning

Treatment of disease, disorder or injury

Corner Place Surgery is situated within the NHS Devon Clinical Commissioning Group and provides services to 16,323 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider has seven GP partners and seven salaried GPs (ten of whom are male and four female), two

advanced nurse practitioners, five practice nurses, one healthcare assistant and two phlebotomists. In the last year the practice employed a pharmacist and a paramedic.

The clinical team is supported by an Operations Manager and a Patient Services Manager and a team of 23 receptionists/administrators.

Corner Place Surgery is a training practice for GP registrars, foundation year two doctors and third year medical students.

There is a higher than average number of patients over the age of 65. The National General Practice Profile states that the majority of the practice population identifies as White British. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.