

Sunnyside Surgery

Inspection report

St Clare Medical Centre,
St Clare St,
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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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out an inspection of Sunnyside Surgery on 11 September 2019 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 significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:

- Effective
- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe – Good
- Caring – Good
- Responsive – Good

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 for the provision of Effective and Well-led services and for all population groups. The overall rating is Good.

We found that:

- Patients received effective care and treatment that met their needs.

- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- The practice had a programme of learning and development.
- 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.
- There was compassionate, inclusive and effective leadership at all levels.
- Managers were approachable and responsive to staff suggestions to promote positive change and outcomes for patients.

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

- Continue to promote the uptake of cervical screening.
- Continue to embed overview systems of staff annual appraisal.
- Review arrangements to ensure all policies and procedures are regularly reviewed.
- Ensure all staff have completed equality and diversity training.

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 second GP specialist advisor observing.

Background to Sunnyside Surgery

Sunnyside Surgery is located at St Clare Medical Centre, St Clare Street, Penzance, TR18 3DX.

The surgery has good transport links and there is a pharmacy located onsite.

The practice moved to the purpose-built medical centre in April 2019 and shares the premises with two other GP practices. Although the practice remains independent of the other practices, all three practices share health and safety management systems, emergency medicines and equipment.

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

Sunnyside Surgery is situated within the Kernow Clinical Commissioning Group (CCG) and provides services to approximately 5,900 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 practice has two GP partners and three salaried GPs, three of which are female and two are male. The practice employs a paramedic, two nurse practitioners, two practice nurses, one health care assistant and two phlebotomists. There is also a practice manager, two secretaries, 12 reception and administration staff and a facilities manager who works across all three practices.

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 three represents a higher level of deprivation and level ten the lowest. Average life expectancy for males and females is comparable to local and national averages.

The practice is open between 8.30am and 6.30pm Monday to Friday. Extended hours appointments are available to book with GPs and nurses between 6.30pm until 8pm every Monday and between 6.30pm and 7.15pm every Tuesday. When the practice is closed patients are directed to contact the out-of-hours service by using the NHS 111 number.