

# Bird-In-Eye Surgery

## Inspection report

Uckfield Community Hospital  
Framfield Road  
Uckfield  
TN22 5AW  
Tel: 01825763196  
[www.birdineyesurgery.nhs.uk](http://www.birdineyesurgery.nhs.uk)

Date of inspection visit: 25 June 2021  
Date of publication: 19/07/2021

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



# Overall summary

We carried out an announced desktop review at Bird-in-Eye surgery on 25 June 2021. Overall, the practice is rated as Good.

Safe - Good

Following our previous inspection on 12 February 2020, the practice was rated Good overall for providing effective, responsive, caring and well-led services but requires improvement for providing safe services. We identified breaches of regulation 17 (Good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and issued a requirement notice.

We carried out this inspection of Bird-In-Eye surgery to confirm that the service now met the legal requirements in relation to those breaches of regulation and to ensure sufficient improvements had been made. As a result of this inspection, the service is now rated as good for providing safe services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Bird-in-Eye surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to spend no time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider
- Reviewing supplied evidence to verify that it met the standards required under regulations
- Speaking with staff using video conferencing

## 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.

**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.
- The practice acted accordingly on safety alerts received within practice and ensured these were disseminated to appropriate staff.
- The practice assured themselves that only fit and proper people worked within the practice and undertook appropriate checks to ensure this.

# Overall summary

**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>Not inspected</b>	
<b>People with long-term conditions</b>	<b>Not inspected</b>	
<b>Families, children and young people</b>	<b>Not inspected</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Not inspected</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector.

## Background to Bird-In-Eye Surgery

Bird-in-Eye Surgery is located at Uckfield Community Hospital, Framfield Road, Uckfield, East Sussex, TN22 5AW. The practice is located in a purpose built community hospital in a residential area. Services are provided on the ground floor of the hospital and all patient areas are accessible to patients with mobility issues.

The local clinical commissioning group (CCG) is the NHS High Weald Lewes Havens CCG. Bird-in-Eye Surgery is registered with the Care Quality Commission to provide the following regulated activities:

- treatment of disease, disorder or injury
- diagnostic and screening procedures
- maternity and midwifery services
- surgical procedures
- family planning

The practice has approximately 7,700 registered patients. The practice staff consists of two GP partners (one male and one female) and three salaried GPs (one male and two female), an advanced nurse practitioner (who is a partner), two practice nurses and two healthcare assistants (female). There is a practice manager and a team of administration and reception staff.

Information published by Public Health England shows that deprivation within the practice population group is in the ninth lowest decile (nine of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97.4% White, 1.3% Asian, and 0.9% Mixed.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations.

Extended access is provided until 7.45pm on Monday, Tuesday, Wednesday and Thursday. Extended access appointments are available at a local hub on a Saturday morning. Out of hours services are provided by contacting NHS 111.

More information in relation to the practice can be found on their website:

**[www.birdineyesurgery.nhs.uk](http://www.birdineyesurgery.nhs.uk)**