

Peacock Surgery

Inspection report

428 Carlton Hill
Carlton
Nottingham
NG4 1HQ
Tel: 01159580415

Date of inspection visit: 24 May 2022
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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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Peacock Surgery on 24 May 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

Why we carried out this inspection

This inspection was a comprehensive inspection as part of our inspection programme. The service formally registered as a new provider with the CQC on 20 November 2019.

How we carried out the inspection

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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- 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.

We have rated this practice as Good overall

We found that:

Overall summary

- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. We found that the service had strong leadership from experienced, committed and patient-centred clinical and operational managers.
- Patients taking regular medicines and those with long term conditions were monitored in line with national guidance.
- Staff had the skills, knowledge and experience to carry out their roles.
- The service had an effective governance and assurance process with robust assurance framework that was aligned to fundamental standards of care.

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

- In order to improve access, continue to monitor the telephone system.
- Improve uptake rates for childhood immunisations and cervical screening.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and 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 Peacock Surgery

Peacock Surgery is located in Nottingham at:

428 Carlton Hill

Nottingham

NG4 1HQ

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

The practice is situated within the Nottinghamshire Clinical Commissioning Group (CCG) and delivers Alternative Provider Medical Services (APMS) to a patient population of about 5557. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices located in the Arrow Primary care network. The provider is the Primary Integrated Community Services Limited which cover numerous services in the community and out of hospital support including three other local GP practices.

The age distribution of the practice population is 83.4% patients are aged between 0 – 65 years, 9.3% patients are aged between 66 – 75 years and 7.3% of patients are aged 76 years and over.

There is a team of four GPs and a locum GP. The practice has a team of seven nurses and health care assistants who provide nurse led clinics for long term conditions and minor illness clinics. The practice team also includes a clinical pharmacist, paramedic, first contact physician, young person's mental health worker and a practice pharmacist. The team are supported at the practice by a team of administrator and reception staff. The practice manager is based at the location to provide managerial oversight.

The practice is supported by the provider management team which include a medical director, managing director, lead primary care nurse, lead clinical pharmacist, estates lead and primary care support.

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. If the GP needs to see a patient face-to-face then the patient is offered an appointment.

Extended access is provided by the practice where early morning and weekend appointments are available. Out of hours services are provided by NEMS GP out of hours service.