

The Station Practice

Inspection report

Station Plaza Health Centre
Station Approach
Hastings
TN34 1BA
Tel: 01424464756
www.thestationpractice.co.uk

Date of inspection visit: 13/07/2021, 05/08/2021 and 10/08/2021
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out an announced review at The Station Practice between 13 July 2021 and 10 August 2021.

Following our previous inspection on 14 January 2019, the practice was rated Good overall and for providing safe, responsive, caring and well-led services but requires improvement for providing effective services.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Station Practice on our website at www.cqc.org.uk

Why we carried out this review

This review was in response to concerns and was conducted without undertaking a site visit inspection.

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:

- 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

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 found that:

- The practice provided care in a way that did not keep patients safe and protected them from avoidable harm. For example, high risk medicines were not always monitored in accordance with national guidelines.
- Patients did not always receive appropriate clinical review and the required healthcare checks were not always carried out.
- The practice had a backlog of correspondence and patient information that had not been dealt with. No system had been implemented to manage this backlog and provide assurances that urgent information had been prioritised for action.

We found breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients

Overall summary

- Ensure there is an effective system for identifying, receiving, recording, handling and responding to practice correspondence and patient information.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. 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. The team also included a CQC medicines team inspector.

Background to The Station Practice

The Station Practice is practice offering general medical services to the population of Hastings in East Sussex.

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

Services are delivered from:

Station Plaza Health Centre

Station Approach

Hastings

East Sussex

TN34 1BA.

At the time of our inspection we found that the provider's registration was not compliant with the provisions of the Health and Social Care Act 2008 as they were incorrectly registered, and they were working with the Commission to rectify this position.

The service is provided in a purpose-built building across the second and third floors. The building contained other clinical services and a pharmacy. The Station Practice is situated within the East Sussex Clinical Commissioning Group (CCG) and provides services to approximately 18,500 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has three GP partners and supported by locum GPs, seven nurses, four healthcare assistants, a team of pharmacists and pharmacist technicians, a paramedic practitioner and physiotherapist. There was a practice manager and a team of reception and administrative staff.

Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

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.

Opening hours are Monday to Friday 8am to 7pm.

Out of hours services are provided via 111.

For further details about the practice please see their website: www.thestationpractice.co.uk

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <ul style="list-style-type: none">• The provider did not ensure the proper and safe management of medicines. In particular, they had not ensured patients prescribed high risk medicines received the required monitoring of their health. Blood tests, weight monitoring and clinical calculations had not been carried out in line with national clinical guidelines.• Patients at risk of potential missed diagnosis had not had the required review.• No system had been implemented to manage the backlog of correspondence and provide assurances that urgent information had been prioritised for action. <p>This was in breach of Regulation 12 (1)(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>