

Plains View Surgery

Inspection report

57 Plains Road
Nottingham
Nottinghamshire
NG3 5LB
Tel: 0115 962 1717
www.plainsviewsurgery.co.uk

Date of inspection visit: 5 March 2019
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Plains View Surgery on 5 March 2019 as part of our inspection programme.

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.

The areas where the provider **should** make improvements are:

- Encourage non-clinical staff to complete a level of safeguarding training in line with Royal College guidance.
- Continue to develop a record of staff immunisation status for all diseases recommended by Public Health England.
- Develop improved oversight of non-medical prescribers.
- Continue to develop processes to ensure appropriate blood monitoring is taking place for patients receiving high risk medicines.
- Strengthen processes for the follow-up of failed attendance of children's appointments in secondary care.

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 also included a GP specialist advisor and a second CQC inspector.

Background to Plains View Surgery

Plains View Surgery is located at 57 Plains Road, Nottingham, Nottinghamshire, NG3 5LB.

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 Plains View Surgery service is commissioned by the NHS Nottingham North and East Clinical Commissioning Group (CCG). The practice provides services to approximately 6,800 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering primary care medical services to the local community.

The practice is ranked in the ninth least deprived decile which is below deprivation levels for CCG and national averages. The practice age profile includes lower levels of patients aged under 18 than CCG and national averages; and lower levels of patients aged 65 and above than national averages but slightly higher than CCG averages.

The medical team comprises of a three full-time GPs (one female and two males) and one regular female locum GP. They are supported by two practice nurses, two nurse practitioners, two healthcare assistants and a clinical pharmacist. The administrative team comprises of a practice manager, an assistant practice manager and eight other staff including secretaries, receptionists and administrators. It is a teaching practice for medical and pharmacy students.

The practice is open between 8am to 6.30pm Monday to Friday. Appointment times vary by clinician. Plains View Surgery is also part of a group of practices which offered extended hours to patients within the NHS Nottingham North and East CCG area. Weekend morning appointments and weekday evening appointments until 8pm are available across the group. Telephone consultations are also available. When the service is closed out of hours services are provided through the NHS 111 service.