

# Parkgate Medical Centre

## Inspection report

Netherfield Lane  
Parkgate  
Rotherham  
South Yorkshire  
S62 6AW  
Tel: 01709514501  
[www.parkgatemedicalcentre.co.uk](http://www.parkgatemedicalcentre.co.uk)

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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?

Requires improvement 

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 Parkgate Medical Centre on 12 November 2019. This inspection was conducted to follow up on breaches of regulations identified at the 27 March 2019 inspection when the practice was rated as requires improvement overall.

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 and requires improvement for providing safe services.**

We rated the practice as **requires improvement** for providing safe services because:

- The practice did not have clear systems, practices and processes to keep people safe and safeguarded from abuse.

We rated the practice as for **good** for providing effective, caring, responsive and well led services because:

- The practice had made improvements in oversight of training and was able to show that staff had the skills and knowledge to carry out their roles and had received annual appraisals.
- 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 overall governance arrangements had improved in respect of infection prevention and control and staff training.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The provider must:

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

(Please see the specific details on action required at the end of this report).

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

- Review and improve staff access to a practice specific safeguarding policy and staff awareness of the safeguarding lead.
- Review and improve documentation of assessment of risk if staff are to be considered for employment prior to all recruitment checks being received.
- Review and improve cervical smear uptake to meet the 80% target.
- Review and improve access to the updated complaints procedure for patients and staff.
- Review and improve completion of equality and diversity training.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector.  
The team included a GP specialist advisor.

## Background to Parkgate Medical Centre

Parkgate Medical Centre is located in Rotherham. The surgery has good transport links and there is a pharmacy located nearby.

The practice has a branch surgery known as Thorogate Medical Centre also in Rotherham.

The provider is registered with the CQC to deliver the regulated activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury. These services are delivered from both sites.

Parkgate Medical Centre is situated within the NHS Rotherham CCG and provides services to 6,425 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 provider has one female and two male GP partners and one salaried GP. The practice employs two practice nurses, a trainee nurse associate, a health care assistant and a phlebotomist. They were supported by a practice manager and a team of administration staff.

The practice is open at Parkgate site 8am to 6.30pm and on a Thursday 7am to 6.30pm and at Thorogate site 8am

to 5pm. Appointments are available daily Monday to Friday for the GPs 8.30am to 10.30am and 3pm to 5pm and for the Nurse 9am to 3pm and from 7am on a Thursday.

A walk-in triage system with the practice nurse is available from 8am to 10am at the Parkgate site.

The practice is part of a wider network of GP practices who provide extended hours services.

When the practice is closed patients can pre-book appointments via the practice to visit one of the hubs, managed centrally by Connect Health CIC Rotherham. Appointments are available evenings, Monday to Friday, 6.30pm to 8pm and Saturday and Sunday mornings.

The age of the patient group is comparable to the CCG and the national averages. The National General Practice Profile states that 96.2% of the practice population are from a white background with a further 1.8% of the population from an Asian background and 1.9% from mixed race, black or other racial groups. 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 one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 76 years compared to the national average of 79 years. Female life expectancy is 81 years compared to the national average of 83 years.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>Care and treatment must be provided in a safe way for service users.</b></p> <p><b>How the regulation was not being met...</b></p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <ul style="list-style-type: none"><li>• The fire risk assessment action plan had not been updated and still showed previous actions.</li><li>• A warning notice was not displayed where oxygen was stored the in branch surgery and storage of oxygen was not included in the fire risk assessment.</li><li>• Fire drills and fire training had not been provided since April 2018.</li></ul> <p><b>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</b></p>