

Castle Street Surgery

Inspection report

The Surgery
27 Castle Street
Luton
Bedfordshire
LU1 3AG
Tel: 01582 399444
www.castlestreetsurgeryluton.co.uk

Date of inspection visit: 27 November 2019
Date of publication: 18/03/2020

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

Requires improvement



Are services safe?

Good



Are services effective?

Good



Are services caring?

Requires improvement



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

We undertook a comprehensive inspection of Castle Street Surgery on 21 November 2018 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report on the November 2018 inspection can be found by selecting the 'all reports' link for Castle Street Surgery on our website at

This inspection was an announced comprehensive inspection carried out on 26 November 2019 to confirm that the practice had carried out the required improvements that we identified during our previous inspection on 21 November 2018. Overall the practice remains rated as requires improvement.

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 requires improvement overall and requires improvement for all population groups.

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

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were records in place of the vaccination status of staff.
- Improvements had been made to the systems to manage IPC and actions had been taken in response to IPC audits.
- Risk assessments were in place to determine which emergency medicines they needed to stock on the premises.
- The safeguarding policies were overdue a review. Up to date information regarding the local authority contacts was available in the consultation and treatment rooms.
- We found two members of the reception team did not have a Disclosure and Barring Service (DBS) check. There was no risk assessment in place to determine whether a DBS check was required for these staff.

We rated the practice as **good** for providing effective services with requires improvement for working age people because:

- The uptake rate for cervical screening was below the 80% NHS England target.
- Recommended training and appraisals had been completed for all staff.
- Clinical audits were undertaken to demonstrate quality improvement.
- Performance data showed the practice was comparable with others both locally and nationally.

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

- The practice was rated lower than others both locally and nationally for some areas of the National GP Patient Survey relating to their experiences during consultations.
- The practice had identified less than 1% of the practice population as carers.

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

- The practice was rated lower than others both locally and nationally for some areas of the National GP Patient Survey relating to access to the practice and appointment booking.
- The practice had made changes to the telephone system to improve patient satisfaction when they accessed the practice.

We rated the practice as good for providing well led services because:

- Improvements had been made to the oversight of staffing needs, training and appraisals. All staff training and appraisals were up to date.
- Staff informed us they felt supported by the management team.
- Business continuity plans were in place and used to maintain services when the practice experienced major floods to their main site.

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

- Carry out a review of the safeguarding policies so staff are assured that the information they contain is current.

Overall summary

- Complete a risk assessment to determine whether a DBS check is required for staff who do not have one.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to encourage patients to participate in cancer screening programmes.
- Continue to monitor patient feedback and take appropriate actions to improve patient satisfaction.

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 | Requires improvement  |
| People with long-term conditions | Requires improvement  |
| Families, children and young people | Requires improvement  |
| Working age people (including those recently retired and students) | Requires improvement  |
| People whose circumstances may make them vulnerable | Requires improvement  |
| People experiencing poor mental health (including people with dementia) | Requires improvement  |

Our inspection team

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

Background to Castle Street Surgery

Castle Street Surgery provides a range of primary medical services from its location of Castle Medical Practice, 27 Castle Street, Luton, LU1 3AG and its branch surgery of Kingfisher Practice, Churchfield Medical Centre, 322 Crawley Green Road Luton, LU2 9SB. Both sites were visited as part of the inspection.

The practice has a registered manager in place. A registered manager is an individual registered with CQC to manage the regulated activities provided. The regulated activities registered to provide are:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

The practice has approximately 18,000 patients. The practice population is of mixed ethnicity with a higher

than average number of patients aged from 20 to 29 years and a lower than average number of patients aged under 19 years. National data indicates the area is one of mid to high deprivation.

The practice is led by three GP partners and they employ three salaried GPs (four male and two female), a physician's associate and a clinical pharmacist. The nursing team consists of two nurse prescribers, two practice nurses, one locum advanced nurse practitioner and five healthcare assistants (all female). There is a team of administrative and reception staff all led by the practice manager and two deputy practice managers.

Castle Street Surgery and the branch Kingfisher Practice are open from 8am to 6.30pm Monday to Friday. Extended hours opening was offered via the Luton Extended Access Service

When the practice is closed out-of-hours services are provided by Herts Urgent Care and can be accessed via the NHS 111 service.