

# Ardingly Court Surgery

## Quality Report

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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

The practice is rated good overall and good for providing safe services.

We carried out an announced comprehensive inspection of this practice on 19 January 2016. The overall rating for the practice was good. However, a breach of legal requirements was found during that inspection within the safe domain. After the comprehensive inspection, the practice sent us an action plan detailing what they would do to meet the legal requirements. We conducted a focused inspection on 25 April 2017 to check that the provider had followed their action plan and to confirm that they now met legal requirements. This report only covers our findings in relation to those requirements.

During our previous inspection on 19 January 2016 we found the following areas where the practice must improve:

- The provider had failed to adequately identify the risks associated with prescription forms being stored in printers in unlocked rooms in the practice.
- The provider had failed to ensure recruitment procedures were operated effectively by not ensuring that proof of identity included a recent photograph.

Our previous report also highlighted the following areas where the practice should improve:

- Continue to take action to improve patient experience around accessing services.
- Work to ensure the patient participation group (PPG) is actively participative in the development of services.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

During the inspection on 25 April 2017 we found:

- The provider had effective arrangements in place for the safe security and tracking of prescriptions.
- The provider had effective recruitment procedures in place and there was photographic proof of identity on file for all employees.

We also found the following in relation to the areas where the practice should improve:

- The practice had a comprehensive action plan to increase patients' access to the practice by phone and to appointments. There were additional phone lines and staff available to take calls at busy times. Improvements had been made to procedures for making appointments.

# Summary of findings

- The PPG was now actively engaged with the practice. For example, the PPG had encouraged the practice to become more involved in the wellbeing of local people and had arranged for one of the practice nurses to give a talk on sexual health to a local young persons' support group.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is now rated good for delivering safe services.

At our last inspection on 19 January 2016 we found that safety systems and processes and monitoring risks to patients were not always assessed and well managed. This was in relation to security of blank prescriptions for use in printers and ensuring photographic proof of identity on all staff files, in accordance with practice policy.

At this inspection, we found that the practice had implemented their action plan to ensure that these issues had been addressed and that arrangements for security and tracking of blank prescriptions were now safe. There was photographic proof of identity on file for all staff.

**Good**



# Ardingly Court Surgery

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

The inspection was conducted by a CQC inspector.

## Background to Ardingly Court Surgery

Ardingly Court Surgery provides general medical services to people living and working in Brighton. The practice population has a higher than average proportion of patients over the age of 65. They have significantly higher than average number of patients being cared for in nursing homes and a higher number of patients with a long standing health condition and those with health related problems in daily life. They have higher levels of unemployment and deprivation.

The practice has six partner GPs and two salaried GPs (seven female and one male). There are two advanced nurse practitioners, three practice nurses and two health care assistants. There is an interim practice manager (the practice is in the process of recruiting for a permanent practice manager), an operations manager, an office manager and a team of receptionists, medical secretaries and administrative clerks. There are approximately 12,100 registered patients.

Services are provided from:

1 Ardingly Street,  
Brighton,  
Brighton and Hove  
BN2 1SS

And from a branch surgery:

Wellsbourne Health Centre

Whitehawk Road

Brighton

BN2 5FL

The practice is open between 8.15am to 1pm and 2pm to 6pm Monday to Friday at both sites. Extended surgery hours are offered at Ardingly Court Surgery from 7.20am to 8am on Mondays and from 8am to 12pm on Saturdays. In addition to pre-bookable appointments, urgent appointments are also available for people that needed them. Patients are able to book appointments by phone, online or in person.

Patients are provided with information on how to access the out of hours service, provided by South East Health, by calling the practice or by referring to its website.

## Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 on 19 January 2016 as part of our regulatory functions. This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

Breach of legal a requirement was found. As a result, we undertook a focused inspection on 25 April 2017 to follow up on whether action had been taken to deal with the breach.

# Detailed findings

## How we carried out this inspection

During our visit we:

- Spoke with the practice management team.

- Reviewed practice documentation.

- Looked at three staff files.

Please note that when referring to information throughout this report relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our last inspection on 19 January 2016 we found that safety systems and processes and monitoring risks to patients were not always assessed and well managed. This was in relation to security and tracking of blank prescriptions for use in printers and ensuring photographic identification was in place for all staff.

These arrangements had significantly improved when we undertook a follow up inspection on 25 April 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

At our last inspection we found blank prescriptions for use in printers were left in unlocked rooms during practice opening times. Also, the practice did not have photographic proof of identification for new staff.

During this inspection we found that the practice had updated its policy for ensuring the security of prescription stationery and that doors to consulting rooms were kept locked when not in use in order to prevent theft. We checked photographic proof of identification was in place in three staff files. This included the staff member for whom the documents were previously missing and a staff member recruited since our last inspection.