

Parkfields Surgery

Inspection 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 location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Requires improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Parkfields Surgery on 17 October 2019 as part of our inspection programme.

The practice was rated in October 2018 where it received an overall rating of 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 good overall and good for providing safe, effective, caring and well led services. We rated the practice as requires improvement for responsive which affected all population groups.

We rated the practice as requires improvement for providing responsive services due to data which indicated patients found it difficult to access the GP practice on the phone and that patients were not satisfied with appointment times at the practice. This affected all population groups which were subsequently rated as 'requires improvement'.

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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We rated the practice as **requires improvement** for providing responsive services due to data which indicated patients found it difficult to access the GP practice on the phone and that patients were not satisfied with appointment times at the practice. This affected all population groups which were subsequently rated as 'requires improvement'.

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

- Improve access to the practice and appointment availability for patient satisfaction data to improve.
- Continue to encourage patients to attend the practice for cancer screening appointments.
- Continue to improve QOF performance and ensure exception reporting continues to decrease
- Review the need for recommended emergency drugs and complete any necessary risk assessments for medicines not stocked.

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, a second CQC inspector and a GP specialist advisor.

Background to Parkfields Surgery

Parkfields Surgery is presently registered with the CQC as a location under Aspiro Healthcare

provider registration. Aspiro currently has four other registered locations across three counties. They are in the process of registering a further site within Derby, however at the time of the inspection this process had not yet been completed.

Parkfields surgery is situated in Alvaston, which is a large suburb and ward, approximately three miles to the south-east of Derby city centre. It provides primary care medical services commissioned by NHS South Derbyshire CCG and NHS England.

The practice has a population of approximately 6,200 registered patients. There has been a slight reduction in registered patient numbers since our previous inspection at this location in 2018.

Patients are predominantly of white British origin, although 11% of registered patients are from BME groups. The age profile of registered patients shows a higher percentage of younger patients in comparison to local and national averages, with a slightly lower proportion of

patients aged over 65. The practice serves a population that is ranked in the second most deprived decile for deprivation, which is an indicator of greater health needs. The practice had high prevalence of patients with long term conditions when compared to national averages.

There are 21 staff working at the practice. There are two male GP partners and one female GP partner, and five salaried GPs (four male and one female) who work across the three Derby Aspiro sites. There was two nurse practitioners and a clinical pharmacist. The practice had an operations manager and a team of administrators and secretaries.

The practice opens from 8am until 6.30pm Monday to Friday. Scheduled GP appointment times are available each morning between 8.30am to 11.30am and on each afternoon from 3.30pm to 6.30pm. The surgery closes for one afternoon each month for staff training.

When the practice is closed, patients are directed to Derbyshire Health United (DHU) out of hours via the 111 service.