

Fitzalan Medical Group

Inspection report


Fitzalan Medical Centre
Fitzalan Road
Littlehampton
West Sussex
BN17 5JR
Tel: 01903735200
www.fitzalanmedicalgroup.com






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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

Inadequate 

Are services safe?	Inadequate 
Are services effective?	Inadequate 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Inadequate 

Overall summary

This practice is rated as inadequate overall. (Rated December 2017 – Inadequate)

The key questions are rated as:

Are services safe? – Inadequate

Are services effective? – Inadequate

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Inadequate

We carried out an announced focused inspection at Fitzalan Medical Group on 11 June 2018, to follow up on breaches of regulations identified at our inspection in February 2018. The ratings remain unchanged from the December 2017 inspection as the purpose of the February,

April and June inspections were to review compliance against the warning notices issued. Due to concerns raised about the practice this inspection was expanded to review the acute and repeat prescribing processes.

When we undertook a follow up inspection of the service on 1 February 2018 we found that the arrangements in safe had not improved sufficiently and we issued a warning notice in respect of these issues. The details of these can be found by selecting the 'all reports' link for Fitzalan Medical Group on our website at www.cqc.org.uk.

At this inspection we found:

- The practice had addressed the concerns that were identified at our previous inspections and was compliant with the requirements of the warning notice.

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

Population group ratings

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

Our inspection team

Our inspection team consisted of a CQC lead inspector and a CQC pharmacist specialist.

Background to Fitzalan Medical Group

The practice is situated near the centre of Littlehampton, West Sussex, and provides general medical services to approximately 17,075 patients. The patient list was closed to new patients at the time of inspection. In October 2016 the practice took on 2,500 additional patients following the closure of a neighbouring practice. There are four GP partners (male and female) and seven salaried GPs (male and female). The practice also employs three paramedic practitioners, a nurse practitioner, seven practice nurses and three health care assistants.

Opening hours are Tuesdays, Thursdays and Fridays 8.00am to 6.30pm and Mondays and Wednesdays 8.00am to 8.00pm. The practice also provides nurse and health care assistant appointments from 7.30am on Thursdays. The practice provides a wide range of services to patients, including asthma and diabetes clinics, chronic disease monitoring, cervical screening, childhood immunisations, family planning, smoking cessation and minor illness clinics. Ear, nose and throat and kidney clinics were hosted by the practice.

The practice has opted out of providing Out of Hours services to their own patients. Patients could access Out of Hours services through NHS 111.

Further details about the practice can be found on the practice website www.fitzalanmedicalgroup.com.

The practice has a contract with NHS England to provide general medical services. The practice has a higher than national average percentage of its population over the age of 65. It also has a higher than local and national average percentage population with income deprivation affecting children and older people. The practice serves a high number of registered patients from Eastern Europe.

Fitzalan Medical Group is registered with CQC to provide the following regulated activities; Diagnostic and screening procedures, Treatment of disease, disorder and injury, Maternity and midwifery services, Surgical procedures and Family planning services.

The practice provides a service to all of its patients at two locations:-

Fitzalan Road
Littlehampton
BN17 5JR
and
Wick Surgery
66 Clun Road
Littlehampton
BN17 7EB

Our inspection was undertaken on the practice premises at Fitzalan Road.

Are services safe?

At our previous inspection on 19 December 2017, we rated the practice as inadequate for providing safe services as arrangements for the safe and appropriate use of medicines were not adequate. The ratings remain unchanged from the December 2017 inspection as the purpose of the February, April and June inspections were to review compliance against the warning notices issued. Due to concerns raised about the practice this inspection was expanded to review the acute and repeat prescribing processes.

When we undertook a follow up inspection of the service on 1 February 2018 we found that the arrangements in safe had not improved sufficiently and we issued a warning notice in respect of these issues. The details of these can be found by selecting the 'all reports' link for Fitzalan Medical Group on our website at .

Due to concerns raised about the practice we expanded this inspection to include other aspects of medicines management such as acute and repeat prescribing, how changes to patient's medicines prescribed by specialists were handled and how significant events relating to medicines were recorded and investigated.

Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment to patients.

- The care records we saw showed that information needed to deliver safe care and treatment was available to staff. There was a documented approach to managing changes to medicines as requested by specialists. The patient's GP was responsible for reviewing the correspondence and amending the patient's medical record to show the prescribed medicines. We saw evidence to confirm that this was being actioned by the responsible GP accordingly.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines.

- Since our inspection in December 2017 the practice had reviewed and updated their repeat prescribing processes to give staff clearer guidance regarding repeat prescribing and to ensure that re-authorisation of repeat prescriptions was only carried out by GPs. At this inspection we saw evidence that the new protocols were still in use and that repeat prescriptions were only re-authorised by GPs.
- Staff prescribed, administered or supplied medicines to patients and gave advice on medicines in line with current national guidance. The practice had reviewed its antibiotic prescribing and taken action to support good antimicrobial stewardship in line with local and national guidance.
- Patients' health was monitored in relation to the use of medicines and followed up on appropriately. For example, patients receiving warfarin therapy had received appropriate monitoring through blood tests. The blood test results were recorded in the patient's medical record prior to the prescription being issued. (*Warfarin is an anticoagulant which is a medicine that stops blood clotting.*)

Lessons learned and improvements made

The practice recorded significant events.

- Staff understood their duty to raise concerns and report incidents and near misses. Leaders and managers supported them when they did so.
- There were systems for reviewing and investigating when things went wrong, however the recording and identification of learning points could be improved.
- The practice learned and shared lessons through clinical meetings and took action to improve safety in the practice.

Please refer to the Evidence Tables for further information.