

# Alverton Practice

## Inspection report

St Clare Medical Centre  
St Clare Street  
Penzance  
TR18 3DX  
Tel: 01736363741  
[www.thealvertonpractice.nhs.uk](http://www.thealvertonpractice.nhs.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?	Good 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Outstanding 
Are services well-led?	Good 

# Overall summary

We carried out an inspection of Alverton Practice on 26 September 2019 following our annual review of the information available to us, including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

The practice was previously rated as Outstanding overall and for each domain with the exception of Safe and Caring which were rated as Good. Having now inspected all GP practices, we have a better understanding of the baseline; what we assessed as being outstanding previously, would not now be rated as outstanding. We inspected the provision of services against the current Key Lines of Enquiry and found the practice to be characteristic of good for providing Effective and Well-led services. The change from an Outstanding to a Good overall rating does not reflect a negative change in quality.

This inspection focused on the following key questions:

- Effective - Good
- Well-led - Good

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe – Good
- Caring – Good
- Responsive – Outstanding

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 for the provision of Effective and Well-led Services.**

**All population groups were rated as Good for the provision of Effective services. At our last inspection in January 2016, working age people and people whose circumstances may make them vulnerable were rated as Outstanding for Responsive services. Due to the weighting of these ratings working age**

**people and people whose circumstances may make them vulnerable continue to be rated as Outstanding overall. All other population groups are rated as Good overall.**

We found that:

- Patients received effective care and treatment that met their needs.
- The practice had a comprehensive programme of quality improvement activity and routinely reviewed the effectiveness and appropriateness of the care provided.
- 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.
- There was compassionate, inclusive and effective leadership at all levels.
- Managers were approachable and responsive to staff suggestions to promote positive change and outcomes for patients.
- The practice involved the public, staff and external partners to sustain high quality and sustainable care.

**We found the following Outstanding features;**

- In response to a reduction in community sexual health services for young people, the practice collaborated with a secondary school and secured funding to provide an in-reach sexual health service
- The practice hosted annual childhood immunisation clinic parties to improve uptake of childhood immunisations and had achieved between 93% and 96% for childhood immunisations Quality and Outcomes Framework (QOF) indicators.
- The practice provided flu immunisations for teachers at both secondary schools in the local town in 2018. Data showed staff absence had reduced by 46% compared to 2017.

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

- Review overview systems of safety alerts received.
- Review overview systems of specialist training for clinicians.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

# Overall summary

**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>Outstanding</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Outstanding</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 and a second CQC inspector.

## Background to Alverton Practice

Alverton Practice is located at St Clare Medical Centre, St Clare Street, Penzance, TR18 3DX.

The surgery has good transport links and there is a pharmacy located onsite. There is also a branch site practice, Newlyn Surgery, located at Newlyn Surgery, 3 New Road, Newlyn, Penzance, TR18 5PZ. We did not visit the branch during this inspection.

The practice moved to the purpose-built medical centre in February 2019 and shares the premises with two other GP practices. Although the practice remains independent of the other practices, all three GP practices share health and safety management systems, emergency medicines and equipment.

The new building offered patients 31 Consulting rooms, 2 Operating theatres, 75 free car parking spaces (including spaces for patients with disabilities) and Meeting rooms available for public use.

The provider, The Alverton Practice, is registered with CQC to deliver the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Alverton Practice is situated within the Kernow Clinical Commissioning Group (CCG) and provides services to

approximately 6,300 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 practice has four partners, three of which are male GPs and one is a female advanced nurse practitioner. The practice employs two salaried GPs, one of which is female, and one is male. The practice employs two acute illness nurses, two practice nurses, two health care assistants, a practice manager and additional reception and administration staff. A facilities manager also works across all three GP practices in St Clare Medical Centre. The practice is a research and training practice for doctors training to become GPs as well as being a teaching practice for medical students. The practice also hosts nursing students and trainee physician associates.

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 three represents a higher level of deprivation and level ten the lowest. Average life expectancy for males and females is comparable to local and national averages.

The main location, Alverton Practice, is open between 8am and 6.30pm Monday to Friday. Extended hours appointments are available to book with GPs and nurses from 6.30pm until 8pm every Tuesday; once every four

weeks on a Saturday from 8.30am until 12.30pm and one Sunday every three weeks from 10.15am until 11.45am. The branch, Newlyn Surgery was open between 8.30am and 5.30pm every Monday and between 8am and 5pm every Friday; between 8.30am and 6.30pm every

Thursday and between 8.30am and 12pm every Tuesday. When the practice is closed patients are directed to contact the out-of-hours service by using the NHS 111 number.