

Enys Road Surgery

Inspection report

5-7 Enys Road
Eastbourne
East Sussex
BN21 2DQ
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www.enysroadsurgery.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 

Overall summary

This practice is rated as Good overall. (Previous rating February 2018 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Good

We carried out an announced comprehensive inspection at Enys Road Surgery on 18 December 2017. The overall rating for the practice was good. The practice was also rated good for the effective, caring, responsive and well-led domains and all the population groups. It was however rated as requires improvement for providing safe services. The full comprehensive report on the December 2017 inspection can be found by selecting the 'all reports' link for Enys Road Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 22 June 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 18 December 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

At our inspection of 18 December 2017, we found that:

The fire risk assessment needed to be updated and all actions taken recorded

An electrical safety risk assessment had been carried out in January 2016 but actions required had not been completed.

At this inspection our key findings were as follows:

A new fire risk assessment had been carried out and actions completed.

All outstanding electrical work had been completed.

Additionally we saw that:

There was now a system for reviewing and monitoring the registration status of all clinical staff on an ongoing basis.

There was a system in place that ensured that a GP checked all prescriptions that had been issued but not picked up before they were destroyed.

The practice was adhering to their recruitment policy.

The practice had reviewed the uptake of pneumococcal vaccine of children aged 2 years and the most recent figures we were shown exceeded the national 90% target.

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

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

Our inspection team consisted of a CQC lead inspector.

Background to Enys Road Surgery

Enys Road Surgery provides primary medical services approximately 8,400 registered patients.

Care and treatment is delivered by five GP partners and a salaried GP. Four of the GP partners are female and one is male. The practice employs a team of two practice nurses, a nurse practitioner, two paramedic practitioners and two healthcare assistants. GPs and nurses are supported by the practice manager, two office managers, a finance manager and a team of reception and administration staff. The practice runs three clinics a week at the local university and many of the students are registered with them.

Services are provided from:

5-7 Enys Road, Eastbourne, BN21 2DQ

The practice runs several services for its patients including asthma clinics, diabetes clinics, new patient checks, minor surgical procedures, contraceptive services and a travel vaccinations and advice service.

There is an osteoporosis (a condition leading to weakened bones) service on-site that uses rooms supplied by the practice to house a scanner and administration staff. Although the service is owned by the partners, it is not part of the practice and was therefore not inspected.

The practice also hosts a carers' support service.

Overall summary

The practice is a training practice for qualified doctors in training to become GPs.

The practice delivers services to a higher percentage of patients who are aged 65 years and over than the national average, but lower than the local clinical commissioning group (CCG) average and a lower percentage of patients aged under 18 years when compared with the CCG and England average. Care is provided to over 400 patients living in residential and nursing home facilities. The practice also provides services to students within the local university and has a high proportion of 20 to 24 year old

patients. Data available to the Care Quality Commission (CQC) shows the number of registered patients suffering income deprivation is just below the national average and above the clinical commissioning group (CCG) average.

Enys Road Surgery had a registered manager and was registered to carry out the following registered activities:

Diagnostic and screening procedures

Family planning

Maternity and midwifery services

Surgical procedures

Treatment of disease, disorder or injury.

Are services safe?

We rated the practice as good for providing safe services.

At our previous inspection on 18 December 2017, we rated the practice as requires improvement for providing safe services as:

- **Although a fire risk assessment had been completed in September 2014 and reviewed in March 2016, the assessment did not clearly show if all actions had been completed.**
- **An electrical safety risk assessment had been carried out in January 2016 but actions required had not been completed.**

These arrangements had significantly improved when we undertook a follow up inspection on 22 June 2018. The practice is now rated as good for providing safe services.

Track record on safety

The practice had resolved the issues on safety.

- There were comprehensive risk assessments in relation to safety issues. Actions had been identified, acted upon and recorded.
- The practice monitored and reviewed safety using information from a range of sources.

Please refer to the evidence tables for further information.