

Mayfield Surgery

Inspection report

54 Trentham Road
Longton
Stoke On Trent
ST3 4DW
Tel: 01782315654
www.mayfieldsurgery.nhs.uk

Date of inspection visit: 20 September 2023
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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 to people's needs?

Requires Improvement 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Mayfield Surgery on 20 September 2023. Overall, the practice is rated as good.

Safe – good.

Effective – good.

Caring – good.

Responsive – requires improvement.

Well-led – good.

Following our previous inspection on 22 February 2022, the practice was rated requires improvement overall with requires improvement in providing a safe and well led service and the service was rated good in providing an effective service.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Mayfield Surgery on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection to follow up breaches of regulation from a previous inspection in line with our inspection priorities.

The focus of our inspection included:

- Inspection of safe, effective, caring, responsive and well led domains.
- Followed up on the breaches of regulations and ‘shoulds’ identified in the previous inspection.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.
- Staff feedback questionnaires.
- Feedback from stakeholders such as their local Healthwatch and Integrated Care Board and patient feedback such as the National GP survey and the practice in house patient feedback surveys.

Our findings

Overall summary

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 found that:

- Improvements had been made in all the areas identified during the inspection in February 2022 as requiring improvement.
- 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.
- There was an inconsistent approach to follow up within a week of some patients requiring high dose steroid treatment for severe asthma episodes.
- The practice had successfully continued to exceed the WHO target in four out of the five childhood vaccination/immunisation indicators.
- The practice had successfully continued to exceed the 80% target in cervical cancer screening.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Improvement was required in the responsive domain. We noted the provider was aware of the challenges their patients faced around access and that action was taken in March 2023. We did not yet have sufficient evidence of the impact these changes made on access, beyond the reduction in average wait times on the telephone (which was a positive impact).
- The practice continued to ensure focused individual support for palliative care patients provided the practice Advanced Nurse Practitioner.
- Staff reported positively on the practice culture, that their wellbeing was considered, and they could speak up and would be supported to do so without fear of retribution.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Evaluate the system in place to ensure consistency of approach to patients requiring a follow up within a week of requiring high dose steroid treatment for severe asthma episodes.
- Continue to embed and evaluate the changes made to improve patient access.
- Evaluate the effectiveness of the new management systems instigated and ensure these become embedded and are sustained.
- Continue to evaluate the effectiveness of the systems put in place to improve patient access.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Mayfield Surgery

Mayfield Surgery is located in Stoke-on-Trent, Staffordshire:

Mayfield Surgery

54 Trentham Road

Longton

Stoke-on-Trent

ST3 4DW

The provider is registered with CQC to deliver the Regulated Activities, diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Integrated Care System (ICS) Stoke on Trent Staffordshire and delivers General Medical Services (GMS) to a patient population 9,410. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called a Primary Care Network, South Stoke Central.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fourth lowest decile (4 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 4.6% Asian, 0.8% Black, 1.2% Mixed, 0.2% Other and 93.2% White.

There is a team of four GP partners and three salaried GPs. There is a team of two female Advanced Nurse Practitioners (ANP), a male consultant nurse practitioner, practice nurse and two healthcare assistants and a nurse administrator. The practice management team includes an interim practice manager and finance officer. Support is provided to the practice clinical staff by a team of reception, secretarial, data and administration staff.

The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments. The practice is open 8am to 6pm daily with the exception of Thursday, 8am to 4pm. The surgery doors shut from 12-2pm on Mon, Tues, Weds, Fri and 12-1pm on Thursday, however the practice phone lines remain open. On Thursdays, from 1pm until 6.30pm the practice phone lines are covered by North Staffordshire GP Federation.

Enhanced access is provided locally by the local GP Federation, where late evening and weekend appointments are available. Out of hours services are provided by the NHS 111 service.

Further information can be found on the practice website: www.mayfieldsurgery.nhs.uk