

# King Street Surgery

## Inspection report

273 Bedford Road  
Kempston  
Bedford  
Bedfordshire  
MK42 8QD  
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[www.kingstreetsurgery.co.uk](http://www.kingstreetsurgery.co.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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at King Street Surgery on 25 November July 2019 following our annual regulatory 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.

This inspection focused on the following key questions: safe, effective, responsive and well-led.

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

At the last inspection in March 2016 we rated the practice as good overall.

Our judgement of the quality of care at this service is based 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.

## The practice is rated as good overall.

The practice was rated as requires improvement for providing safe services because:

- A fire drill had not been completed in the previous six months. At the time of inspection, we saw evidence that a fire drill had been booked in the coming weeks.
- The practice did not hold a full list of emergency medicines and had not completed a risk assessment to mitigate this.
- The practice did not complete audits of prescribing of consultations for non-medical prescribers.
- A complete record of staff vaccinations was not held.
- Systems were in place to ensure patients were safeguarded from abuse. Staff were knowledgeable regarding the signs of abuse and how to escalate concerns.
- Clinical records that we reviewed showed that care was coordinated for vulnerable and complex patients.

The practice was rated as good for providing effective care because:

- Patients had good outcomes because they received effective care and treatment that met their needs.
- Staff were trained for their roles and the practice provided opportunities for career progression.

The practice was rated as good for providing responsive care because:

- The practice was aware of the challenges around access and had created an action plan to manage these. Actions included increasing patient education and adjusting the skill mix of clinicians.
- Complaints were managed in a timely way. We saw evidence that the practice learnt from complaints and improved practice.

The practice was rated as good for providing well-led care because:

- The practice had clear governance systems in place.
- Staff told us that management teams were responsive to raised concerns and they had confidence in their leadership.
- The practice had a strong vision of providing patient-centred care and staff we spoke with showed commitment to patient care.

The areas where the provider **must** make improvements as they are in breach of regulations are:

- Ensure care and treatment is provided in a safe way to patients.

There were areas where the provider **should** make improvements are:

- Extend quality improvement activity to include two-cycle clinical audits
- Continue to monitor and improve patient access and levels of patient satisfaction in relation to this.

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

Dr Rosie Benneyworth BS BM 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>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</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 inspector and included a GP specialist advisor and a practice nurse specialist advisor.

## Background to King Street Surgery

King Street Surgery provides a range of primary medical services, including minor surgical procedures from its location at 273 Bedford Road, Kempston, Bedford, MK42 8QD. It is part of the NHS Central Bedfordshire Clinical Commissioning Group (CCG). The practice holds a General Medical Services contract (GMS), this is a nationally agreed contract with NHS England.

The practice serves a population of approximately 12,500 patients with slightly higher than national average number of patients over 65 years old. The practice population is 80% white British and 12% Asian.

The practice is a training practice and employs GP registrars. A GP registrar is a fully qualified and registered doctor who is completing further training to become a GP.

Information published by Public Health England rates the level of deprivation within the practice population group as six on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The clinical team consists of six GP partners (three female / three female), five associate GPs (all female) and three

GP registrars (two female and one male). The practice also employs five female practice nurses, and a healthcare assistant. The practice has a dispensary and employs a clinical pharmacist and a dispenser. The team is supported by a practice manager, a patient services manager and a team of non-clinical, administrative staff..

King Street Surgery site is a three-storey building where consultations take place on the ground floor. There is disabled access throughout and street parking available and a public car park opposite with full disabled access.

King Street Surgery is open from 8.15am to 6.15pm on Monday to Friday. When the practice is closed, out of hours services are accessed via the NHS 111 service. Information about this is available in the practice and on the practice website.

The practice provides family planning, surgical procedures, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</b></p> <ul style="list-style-type: none"><li>• A complete record of staff vaccinations was not held.</li><li>• A fire drill had not been completed in the previous six months.</li><li>• The practice did not hold all recommended emergency medicines. There was not medicines to manage a patient seizure.</li><li>• The oversight of non-medical prescribers needed strengthening to include audits of prescribing and consultations.</li></ul>