

Cricketfield Surgery

Inspection report

The Cricketfield Surgery
Cricketfield Road
Newton Abbot
Devon
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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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Cricketfield Surgery on 28 January 2020 as part of our inspection programme.

We carried out an inspection of this service due to the length of time since the last inspection. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

Is the service effective?

Is the service well-led?

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

Is the service safe? - Good

Is the service caring? - Good

Is the service responsive? - Good

The practice was previously inspected on 27 May 2015 and the report was published on 30 July 2015. We rated the practice as good overall. At the last inspection in May 2015 we noted an area where the practice **should** make an improvement. This was:

- The practice should introduce a recruitment policy for staff to follow when recruiting clinical and non-clinical staff.

At this inspection we saw evidence that the above area had been addressed.

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 providing effective and well led services because :

- 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.
- 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.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Clinical and internal audit processes functioned well and had a positive impact in relation to quality governance.

We have rated all population groups as good.

Areas where the provider **must** make improvements are:

- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties.

Areas where the provider **should** make improvements are:

- Continue to review the arrangements to improve the uptake of cervical screening.
- Continue to review and monitor the Patient Group Directives (PGDs).

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

Dr Rosie Benneyworth BM BS BMedSci MRCGPChief Inspector of Primary Medical Services and Integrated Care

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, and a CQC team inspector.

Background to Cricketfield Surgery

Cricketfield Surgery is located at Cricketfield Road, Newton Abbot, Devon TQ12 2AS. The surgery has good transport links, and there is also a community hospital located in Newton Abbot providing in-patient and out-patient services for the practice patients.

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

Cricketfield Surgery is situated within the Devon Clinical Commissioning Group (CCG) and provides services to 10,400 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.

There is a team of five GP partners (four female and one male) and three salaried GPs. The GPs are supported by a practice manager (who is presently registering with CQC to become the registered manager of the practice), a practice nurse manager, an advanced nurse practitioner, four nurses including a triage nurse, a senior pharmacy technician, a prescribing team, six health care assistants (HCAs) and additional reception and administration staff.

The practice also employs several regular male and female locum GPs. The practice is currently a member of the Templar Care Network and wider Newton Abbot Federation.

There are accessible facilities, with ground floor consulting rooms available and a chair lift facility. There is a pay and display car park next to the practice and a few bus stops nearby.

The practice's age profile was in line with averages across the CCG. Information published by Public Health England, rates the level of deprivation within the practice population group as seventh, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

Information about opening times are displayed at the practice and on its website. Normal opening hours are Monday to Friday 8am to 6pm. There is a late-night surgery on a Tuesday evening for pre-booked appointments and this runs from 6pm to 8.30pm. Improved access is available on Friday evenings, weekends and bank holidays for all locality patients at the practice this is provided by The Southern Primary Care Board. When the practice is closed patients are directed to use the NHS 111 service which is run by Devon Doctors.

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 Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 18 HSCA (RA) Regulations 2014 Staffing</p> <p>How the regulation was not being met...</p> <p>The service provider had failed to ensure that persons employed in the provision of a regulated activity received training as was necessary to enable them to carry out the duties they were employed to perform. In particular:</p> <p>In particular we found:</p> <ul style="list-style-type: none">• The practice could not demonstrate that all staff had completed training the practice deemed was required. For example:• Records identified that five clinical staff had not completed adult safeguarding training to level 3 including practice nurse's and GPs.• One clinical and six non-clinical members of staff had not completed infection control training. <p>After the inspection we were advised that all staff with outstanding training will have this completed by the 5th March 2020.</p> <p>This was in breach of Regulation 18(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>