

Wish Park Surgery

Inspection report

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Hove
East Sussex
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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 comprehensive inspection at Wish Park Surgery on 12 March 2019 as part of our inspection programme.

At our last inspection in March 2018 we rated the practice as requires improvement. Specifically, we said they must:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- 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.

We also found areas where the provider should make improvements:

- Strengthen the guidance provided for reception staff to include identification of symptoms for potentially seriously ill patients, such as sepsis.
- Review and improve the process to record and action safety alerts.
- Consider ways to increase the visibility of information for patients that are carers.
- Review and improve the system for recording verbal complaints.

At this inspection, we found that the provider had satisfactorily addressed all of these areas.

We based our judgement of the quality of care at this service is 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.

Overall this practice is now rated as good and good for all population groups.

Details of our findings

At this inspection we found:

- 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.
- There was a clear leadership structure and staff felt supported by management.
- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together for a common aim.

The areas where the provider **should** make improvements are:

- Strengthen the methods to identify children and adults at risk on the practice system and the systems to follow up on children who fail to attend practice appointments or at secondary care.
- Strengthen the practice vaccination programme to include records of non-clinical members staff.
- Continue to complete regular infection prevention and control audits.
- Review the waiting room layout to consider solutions to increase visibility of the waiting area and confidentiality at the reception desk.
- Continue to monitor practice performance in relation to patients diagnosed with atrial fibrillation and those experiencing poor mental health.

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

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

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist advisor and a practice manager advisor.

Background to Wish Park Surgery

Wish Park Surgery is located in Brighton and Hove, providing general medical services to approximately 7,492 patients. The practice also provides care and treatment for the residents who are registered at the practice and who live in nearby care homes, which serve individuals with a diagnosis of dementia or who have nursing care needs.

Services are provided from 191 Portland Road Hove East Sussex BN3 5JA.

There are two GP partners and three salaried GPs (three male, two female). There is one advanced nurse practitioner, two practice nurses, and two phlebotomists. GPs and nurses are supported by the practice manager, a services manager and a team of reception/administration staff.

Data available to the Care Quality Commission (CQC) shows the practice serves a higher than average number of patients from birth to 18 years old when compared to the national average. The number of patients aged 85 years and over is slightly higher than the national average. The number of registered patients suffering income deprivation is below the national average.

Wish Park Surgery is open from Monday to Friday between 8:30am and 6:30pm. Extended hours appointments are offered every Monday evening until 7:30pm. As part of a national initiative, GP practices in Brighton and Hove offered additional routine and urgent GP appointments in the evenings and at the weekend for registered patients.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hour's service by calling the surgery or viewing the practice website.

The practice runs a number of services for its patients including; family planning, chronic disease management, health checks, and travel vaccines and advice.

Wish Park Surgery is registered with the CQC to provide the regulated activities; Treatment of disease, disorder or injury; Surgical procedures; Diagnostic and screening procedures; Family planning.