

Parkview Surgery

Inspection report

Cleckheaton Health Centre
Greenside
Cleckheaton
BD19 5AP
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Date of inspection visit: 20 April 2023 and 24 April 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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Overall summary

We previously carried out an announced focused inspection of Parkview Surgery on 16 and 19 December 2022. Following that inspection, the provider was rated inadequate overall (inadequate in safe and well-led, and requires improvement in effective) and placed in special measures. We issued warning notices for breaches of Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance) on 22 December 2022.

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

Why we carried out this inspection

This inspection was an announced focused inspection carried out on 20 and 24 April 2023 to check that the provider had complied with the Regulation 12 (Safe care and treatment) warning notice which required compliance by 17 February 2023. We did not review the Regulation 17 (Good governance) warning notice at this inspection as this has a required compliance date of 12 May 2023.

We did not review the previous ratings awarded to this provider at this 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:

- 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.
- A short site visit.
- Interviews with staff.

Our findings

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:

- The practice had taken steps to become compliant with Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We saw that the practice had reviewed their protocols to support the proper and safe management of medicines.
- We found from our remote clinical searches that the provider had made general improvements with the proper and safe management of medicines, which included prescription stationery and patient specific directions. However, we found some areas reviewed during our clinical searches required further improvement. For example, medicines reviews, some medicines requiring monitoring, patients prescribed medicines subject to a safety alert, and patients with some long-term conditions.

Overall summary

We found a breach of regulations. The provider **must**:

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

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

- Continue with the embedding of medicines protocols to ensure the proper and safe management of medicines.

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 Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who 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 Parkview Surgery

Parkview Surgery is situated in a purpose-built medical centre at Cleckheaton Health Centre, Greenside, Cleckheaton, West Yorkshire BD19 5AP. The practice is situated on the ground floor and has access to 7 consultation rooms.

The practice provides services to 7,280 patients. It holds a Primary Medical Services (PMS) contract with NHS West Yorkshire Integrated Care Board (ICB).

The practice is registered as a partnership with the Care Quality Commission (CQC) to deliver the regulated activities diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury, family planning and surgical procedures.

The practice opening times are Monday to Friday 8am to 6pm. Extended access is provided by practices in the primary care network (PCN). The practice told us patients could access appointments Monday to Friday from 6.30pm to 9.30pm and on Saturday from 9am to 5pm.

Clinical sessions at the practice are provided by a GP partner and 4 locum GPs, supported by 4 advanced nurse practitioners, 2 practice nurses, a nurse associate and 2 healthcare assistants. The clinical team are supported by a practice manager, a reception manager and 10 reception/administrative staff.

The practice has PCN staff which includes pharmacists, paramedics and a social prescriber.

Information published by the Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 5th lowest decile (based on 1 to 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 95% White, 3% Asian, 1% Mixed, 0.5% Black and 0.5% Other.

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 were not being met. The provider must send CQC a report that says what action they are 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	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment Care and treatment must be provided in a safe way for service users How the regulation was not being met: • The management of patients prescribed some medicines which required monitoring was not always in line with national guidance. • The management of patients with some long-term conditions was not always in line with national guidance. • The management of patients prescribed medicines subject to safety alerts were not always managed in line with guidance. • Medicines reviews were not always effective. This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.