

Paston Health Centre

Inspection report

Chadburn
Paston
Peterborough
Cambridgeshire
PE4 7DG
Tel: 01733572584
www.pastonhealthcentre.nhs.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 effective?

Good 

Are services well-led?

Good 

Overall summary

We carried out a focused inspection at Paston Health Centre on 4 February 2020. The announced inspection was part of our inspection programme. Following a Care Quality Commission annual regulatory review to check for changes in quality we inspected the effective and well-led domains. We used information from our previous inspection findings for the safe, caring and responsive domains.

This inspection focused on the following key questions:

- are services effective?
- are services well-led?

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

- are services safe? - good
- are services caring? - good
- are services responsive? – good

At the last inspection on 4 November 2015 we rated the practice as good overall. The full comprehensive report for this inspection can be found by selecting the 'all reports' link for Paston Health Centre on our website at .

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 overall.

We rated the population groups older people, people with long-term conditions, working age people (including those recently retired and students), people whose circumstances may make them vulnerable and people experiencing poor mental health (including people with dementia) as good.

We rated the population group families, children and young people as requires improvement because:

- Uptake rates for childhood immunisations were lower than the World Health Organisation (WHO) standard of 95% of children to receive recommended vaccinations.

We found that:

- 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.

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

- Take action to review and improve the approach taken in encouraging the uptake of childhood immunisations and cervical screening for eligible women.
- Take action on developing structured care plans for older patients with complex needs.
- Act to ensure non-attenders for reviews are offered opportunistic reviews.
- Take action establishing a rolling program of clinical and location based quality improvement activity.
- Take action on developing the virtual Patient Participation Group.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP Chief 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	Requires improvement 
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 and a GP specialist advisor.

Background to Paston Health Centre

Paston Health Centre provides services to 14,000 patients and delivers services across two sites. Paston Health Centre is located at Chadburn, Paston, Peterborough, PE4 7DG. A branch is located at Werrington. Both sites were visited as part of this inspection. Both sites cover Werrington, Walton, Dogsthorpe, Central Peterborough, Gunthorpe, Paston and Eastfield boundaries. The practice holds a General Medical Services contract and provides GP services.

The practice is managed by three full time male GP partners, one salaried GP and one sessional GP who between them provide 40 clinical sessions per week over both sites. They are supported by five nurse practitioners who are able to prescribe for minor ailments and three practice nurses. The nurses lead on reviews such as; diabetes, other long-term conditions, child immunisations and cervical screening. There are two health care assistants that offer phlebotomy services Monday to Friday 8.30am to 3.30pm. There are 14 receptionists/administrators employed who work varying hours.

Both practices are open from 8am to 5.45pm each weekday and until 8pm every Monday at Paston Health Centre and telephone appointments on Tuesday at both sites from 6pm to 8pm.

The phone lines open at 8.30am for patients to make appointments. Urgent appointments are available on the day. Routine appointments can be pre-booked in advance in person, by telephone or online. Telephone consultations and home visits are available daily as required.

The practice has opted out of providing GP services to patients out of hours such as nights and weekends. During these times GP services are provided currently by the 111 service or the practice can refer patients to the minor illness and injury unit which is located at the City Care Centre, Thorpe Road, Peterborough PE3 6DB and is open from 8am to 8pm seven days a week. When the practice is closed, there is a recorded message giving out of hours' details. Details of the out of hours are also provided in the waiting area and the practice leaflet.

Public health data identified 88% of patients consider themselves being of white ethnicity with 7% of patients having Asian ethnicity. The practice area has a deprivation score of four (deprivation decile score ranges from one being the most deprived and 10 the least deprived).