

The Station Practice

Inspection report

Station Plaza Health Centre
Station Approach
Hastings
East Sussex
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Date of inspection visit: 14 January 2019
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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?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The Station Practice on 14 January 2019 as part of our inspection programme.

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 and good for all population groups.

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. However, patients with poor mental health did not always have a care plan and performance around this was worse than in 2015 when it was highlighted in our inspection report as an area the practice should improve.
- 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.
- The majority of staff felt supported by leaders within the practice, however, some staff felt they weren't listened to.

We saw one area of outstanding practice:

- The practice had identified a higher than average proportion of patients prescribed benzodiazepines, opiates and other strong pain killers. A high proportion of these patients had transferred from a local practice that closed at the end of 2017 and there were high numbers of patients with mental health issues or a history of substance misuse. The practice had developed a pain toolkit and set up a project involving one of the GPs, a practice pharmacist and a specialist on dependence forming medicines. Data from the first six months of the project showed evidence of successful cessation and reduction plans for 59% of patients and there was evidence of quality of life improvement as a result.

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

- Improve the performance around mental health indicators and long-term conditions.
- Improve the recording of smoking status of patients.
- Review action taken as a result of staff concerns and improve engagement mechanisms.
- Continue to monitor and improve patient access to the practice by phone.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Older people	Good	
People with long-term conditions	Requires improvement	
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)	Requires improvement	

Our inspection team

Our inspection team was led by a CQC lead inspector.
The team included a GP specialist adviser.

Background to The Station Practice

The Station Practice is located at Station Plaza Health Centre, Station Approach, Hastings, East Sussex, TN34 1BA. The service is provided in a purpose-built building across the second and third floors. The building contained other clinical services and a pharmacy.

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

The Station Practice is situated within the Hastings and Rother Clinical Commissioning Group (CCG) and provides services to approximately 14,500 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has three full time and two part time GP partners and two salaried GPs (male and female). The

practice employed two regular male locum GPs, four female nurses and four female healthcare assistants and a phlebotomist. There was a practice manager and a range of reception and administrative staff.

There are higher than average number of patients under the age of 18, and fewer patients aged over 65 than the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as two, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77 years compared to the national average of 79 years. Female life expectancy is 82 years compared to the national average of 83 years. A higher than average proportion of patients had a long-standing health condition and there were higher than average levels of unemployment. There was a higher than average prevalence of poor mental health and depression and the practice had identified 17% of their patient population being affected by poor mental health.