

# The Phoenix Surgery

## Inspection report

4 The Waterfront  
Goring by Sea  
Worthing  
West Sussex  
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<http://www.phoenixsurgery.co.uk>

Date of inspection visit: 5 November 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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We previously carried out an announced comprehensive inspection at The Phoenix Surgery on 25 January 2019. The overall rating for the practice was requires improvement. This was because staff had not received essential training and governance arrangements needed to be strengthened. The full comprehensive report on the 25 January inspection can be found by selecting the 'all reports' link for The Phoenix Surgery on our website at .

After the inspection in January 2019 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

We carried out an unannounced comprehensive inspection at The Phoenix Surgery on 5 and 11 November 2019. This was in response to concerns raised and to follow up on breaches of regulations identified at our previous inspection in January 2019.

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 providing effective, caring, responsive and well-led services. It is rated as requires improvement for providing safe services. The practice is rated as good for all population groups.**

We rated the practice **good** for providing effective, caring, responsive and well-led services because:

- The practice had systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Staff involved and treated patients with compassion, kindness, dignity and respect.

- The practice had good facilities and was well equipped to treat patients and meet their needs. The premises were clean and hygienic.
- Risks to patients, staff and visitors were assessed, monitored and managed in an effective manner.
- The practice sought feedback from patients, which it acted on.
- Staff had undertaken essential training and were encouraged to develop in their roles.
- Staff were positive about working in the practice and felt valued and supported in their roles.

We rated the practice **requires improvement** for providing safe services because:

- The management of medicines did not always keep patients safe.

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

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

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

- Improve the uptake for cervical screening to ensure at least 80% coverage in line with the national target.
- Put measures in place to reduce exception reporting rates where they are higher than average.
- Continue to address areas of lower than average patient satisfaction in the national GP patient survey results.
- Put measures in place to encourage the identification of carers so that appropriate support can be offered.
- Ensure that the infection control lead undertakes training for the role and attends clinical commissioning group events for infection control lead nurses.

**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

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

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a second CQC inspector.

## Background to The Phoenix Surgery

The Phoenix Surgery provides general medical services to the people living in the town of Worthing, West Sussex. There are approximately 6300 registered patients. The practice population has a higher than average number of patients over the age of 65. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than average for England

The Phoenix Surgery is run by two female GP partners. At the time of the inspection there was a vacant post for a salaried GP which was being covered by two long term

locum GPs. There was one practice nurse, two health care assistants, a clinical pharmacist, a team of receptionists, administrative staff, a reception manager and two practice managers.

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; maternity and midwifery services; family planning, and surgical procedures.

For information about practice services, opening times and appointments please visit their website at [www.phoenixsurgery.co.uk](http://www.phoenixsurgery.co.uk)

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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met.</b></p> <p><b>The management of medicines did not always keep patients safe. In particular: -</b></p> <ul style="list-style-type: none"><li>• Vaccines were not always stored securely with access restricted only to authorised staff.</li><li>• The provider did not provide all the appropriate emergency medicines required.</li><li>• Staff did not always have the appropriate authorisations to administer medicines.</li><li>• Vaccines, dressings and ointments were not always appropriately stored and monitored to ensure they remained safe and effective.</li></ul>