

Park Lane Practice

Inspection report

7-9 Park Lane
Swindon
SN1 5HG
Tel: 01793523176
www.parklanepractice.com

Date of inspection visit: 20 December 2022
Date of publication: 22/02/2023

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 to people's needs?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced focused inspection at Park Lane Surgery on 20 December 2022 Overall, the practice is rated as Good.

Safe - Good

Effective – Good

Caring – Good

Responsive – Good

Well-led - Good

Following our previous inspection on 13 January 2020, the practice was rated Good overall and for the key questions Safe, Caring, Responsive and Well-led. The practice was rated Requires Improvement for the key question Effective due to recommendation being made to improve childhood immunisations and cervical screening.

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

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

This was a comprehensive inspection in response to concerns received by us. We inspected the Safe, Effective, Caring, Responsive and Well-Led domains.

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

- Conducting staff interviews using video conferencing facilities.
- 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.
- Requesting evidence from the provider.
- A site visit.

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

Overall summary

- information from the provider, patients, the public and other organisations.

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.
- Leaders at the practice showed awareness of current issues and had plans in place to address any identified concerns. For example, to improve the uptake of childhood immunisations and cervical screening.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Staff helped patients to live healthier lives.
- Complaints were listened and responded to and used to improve the quality of care.
- Feedback from staff was positive with comments that they felt supported by the practice management and GP

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

- Continue and complete actions needed to improve cervical screening and childhood immunisations, in accordance with the timeframes set out in the practice's action plan.
- Continue to monitor and make appropriate improvements to promote timely access for patients.
- Continue to monitor and take actions to improve patient satisfaction with the service where needed.

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 and a second CQC inspector who spoke with staff using video conferencing facilities and 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 Park Lane Practice

Park Lane Practice is located in Swindon:

7-9 Park Lane

Swindon

Wiltshire

SN1 5HG

The provider is registered with CQC to deliver the Regulated Activities diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures

The practice is situated within the Swindon Integrated Care Board and delivers General Medical Services (GMS) to a population of approximately 7,000 patients. This is part of a contract held with NHS England.

The practice is part of a wider federation of GP practices known as the Brunel Health Group Federation.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the 6th decile (6 of 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 8.4% Asian, 86.8% White, 1.7% Black, 2.6% Mixed, and 0.5% Other.

The practice is run by a single-handed GP, with a team of four other salaried GPs. The provider has two registered locations of which Park Lane Practice is one. Clinical teams work across both practices. The practice employs a team of five nurses who provide nurse-led clinics and a social prescriber. There is a team of reception and administration staff led by the operations manager

The practice is open between 8.30am to 1pm and 2pm to 6pm Monday to Friday. The practice offers a range of appointment types including

Outside of core hours patients are directed to NHS 111 services for care and treatment.