

Fitzalan Medical Group

Inspection report

Fitzalan Medical Centre
Fitzalan Road
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West Sussex
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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

Requires improvement 

Are services safe?

Requires improvement 

Are services effective?

Requires improvement 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

Overall summary

We carried out an announced comprehensive inspection at Fitzalan Medical Group on 04 April 2019 as part of our inspection programme, following a second six-month period of special measures.

At the last comprehensive inspection in August 2018 we rated the practice as inadequate for providing safe, effective, responsive and well led services because:

- Systems for implementation to actually deliver improvement were lacking.
- There were significant concerns around the culture and leadership.
- Patients with long-term conditions did not always have a structured annual review.
- Structures, processes and systems to support good governance and management were ineffective in relation to the management of safety, risk and quality improvement.

At this inspection, we found that the provider had made improvements in these areas.

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 requires improvement overall.

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

- The practice did not demonstrate that they provided care in a way that kept patients and staff safe and protected them from avoidable harm.

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

- We saw evidence of positive improvement since our inspection in August 2018. The practice was proactively managing patients with long-term conditions however it was too early to demonstrate that the changes to these systems were embedded.
- The practice records for staff appraisals were not clear due to the transition between recording systems.

We rated the practice as **requires improvement** for providing well-led services because:

- Structures, processes and systems to support good governance and management were ineffective in relation to the management of safety and risk.

We rated the practice as **good** for providing caring and responsive services because:

- 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.

We saw one area of outstanding practice including:

- The practice had developed a 'child not brought' protocol to ensure that children who missed appointments were followed up appropriately. We saw evidence that this had resulted in appropriate referrals to the safeguarding team.

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

Overall summary

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

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

- Review the practice policy for staff vaccinations to ensure it is in line with current Public Health England guidance.
- Review protocol for handling patient safety alerts and ensure all clinicians are aware of how to access these.
- Consider clinical supervision for paramedic practitioners in the home visit environment.

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by the service.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

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 advisor, a practice manager specialist advisor, a practice nurse specialist advisor, a specialist advisor who was shadowing the team and a second CQC inspector.

Background to Fitzalan Medical Group

The practice is situated near the centre of Littlehampton, West Sussex, and provides general medical services to approximately 16,500 patients. The patient list was closed to new patients at the time of inspection. In October 2016 the practice took on 2,500 additional patients following the closure of a neighbouring practice. There are three GP partners (one male and two female) and seven salaried GPs (male and female). The practice also employs four paramedic practitioners, a nurse practitioner, eight practice nurses and three health care assistants. The practice is currently being supported by a GP and a practice manager from a local federation.

Opening hours are 8.00am to 6.30pm Monday to Friday at Fitzalan Road. Extended hours are offered Mondays and Wednesdays 6.30pm to 8.00pm. The practice also provides nurse and health care assistant appointments from 7.30am on Thursdays. The practice provides a wide range of services to patients, including asthma and diabetes clinics, chronic disease monitoring, cervical screening, childhood immunisations, family planning, smoking cessation and minor illness clinics. Ear, nose and throat and kidney clinics were hosted by the practice.

The practice has opted out of providing Out of Hours services to their own patients. Patients could access Out of Hours services through NHS 111.

Further details about the practice can be found on the practice website www.fitzalanmedicalgroup.com.

The practice has a contract with NHS England to provide general medical services. The practice has a higher than national average percentage of its population over the age of 65. It also has a higher than local and national average percentage population with income deprivation affecting children and older people. The practice serves a high number of registered patients from Eastern Europe.

Fitzalan Medical Group is registered with CQC to provide the following regulated activities; Diagnostic and screening procedures, Treatment of disease, disorder and injury, Maternity and midwifery services, Surgical procedures and Family planning services.

The practice provides a service to all of its patients at two locations, both were visited during our inspection.

Fitzalan Road

Littlehampton

BN17 5JR

and
Wick Surgery
66 Clun Road

Littlehampton
BN17 7EB

This section is primarily information for the provider

Enforcement actions

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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>A Warning Notice was issued.</p> <p>The registered person had systems or processes in place that were operating ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <ul style="list-style-type: none">• Temperature sensitive medicines were being stored in a fridge whose temperature wasn't monitored appropriately.• Battery operated smoke detectors were not monitored to ensure they were functional. <p>The registered person had systems or processes in place that were operating ineffectively in that they failed to enable the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk.</p> <p>This was in breach of Regulation 17 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>