

Newington Road Surgery Limited

Inspection report

100 Newington Road
Ramsgate
Kent
CT12 6EW

Date of inspection visit:
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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 summary

We carried out an announced follow up inspection at Newington Road Surgery on 21 May 2019 to follow up on concerns identified during our comprehensive inspection on 12 June 2018. During the initial inspection of the surgery we found the practice to be good overall with requires improvement in well-led as they needed to improve their governance systems.

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

This inspection was not rated as we did not review all elements of the well led domain.

We found that sufficient improvements had not been made to improve the rating of the service in the well-led domain, because:

- The practice had introduced team meetings but these were not yet well established or effective.
- On receipt of medicine alert information, the practice had not conducted appropriate checks on their clinical system and mitigated the risks to patients.

- The practice had not maintained accurate information regarding children who were at risk or in need.
- The practice had not followed up on children who were at risk, or in need who failed to attend clinical appointments with primary or secondary care.
- The practice safeguarding policy did not address the disclosure of physical or sexual abuse.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care
- Ensure patients are protected from abuse and improper treatment

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

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to Newington Road Surgery Limited

Newington Road Surgery is in a deprived coastal area of north east Kent, Thanet. There are high levels of unemployment and transient communities; many have been relocated from London. The practice provides services to approximately 8,000 patients.

The provider is a partnership of three GPs, two male and one female. Currently, one male and one female GP provide clinical sessions at the surgery. They are supported by two practice nurses, a health care, a paramedic and a pharmacist. There is an administrative team overseen by an office manager.

The practice operates from a single location, 100 Newington Road, Ramsgate, Kent CT12 6EW. The provider website is www.newingtonroadsurgery.co.uk.

The practice does not provide out of hours care. Patients are advised to call the national 111 services commissioned from IC24 or a minor or emergency care centre.

Newington Road Surgery provides the following regulated activities.

- Diagnostics and screening procedure
- Treatment of disease, disorder and injury
- Surgical procedures
- Family planning
- Maternity and midwifery

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

Diagnostic and screening procedures
Family planning services
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder or injury

Regulation

Regulation 17 HSCA (RA) Regulations 2014 Good governance

There was a lack of systems and processes established and operating effectively to demonstrate good governance.

In particular we found:

The practice had not established regular and effective governance meetings. The practice had not responded to medicine alerts in a timely and appropriate manner. The practice has not maintained accurate information on children who are at risk or in need.

This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Regulated activity

Diagnostic and screening procedures
Family planning services
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder or injury

Regulation

Regulation 13 HSCA (RA) Regulations 2014 Safeguarding service users from abuse and improper treatment

There was a lack of systems and processes established and operating effectively to prevent abuse of service users.

In particular we found:

The practice had not established regular and effective meetings with Kent social services to identify vulnerable children. They had not followed up on children who were at risk, or in need who failed to attend clinical appointments with primary or secondary care. The practice did not recognise potential signs of abuse when disclosures had been made to them of children being sexually active under the age of 16 years.

This section is primarily information for the provider

Enforcement actions

This was in breach of Regulation 13(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.