

Ardingly Court Surgery

Inspection report

1 Ardingly Street
Brighton
East Sussex
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www.ardinglycourtsurgery.co.uk

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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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

This practice is rated as Good overall. (Previous rating April 2017 – Good)

The key questions at this inspection are rated as:

Are services caring? – Good

Are services responsive? – Good

Are services well-led? - Good

We carried out an announced focused inspection at Ardingly Court Surgery on 12 July 2018 in response to concerns relating to access to appointments, dealing with complaints and customer service.

At this inspection we found:

- Feedback from patients was positive about the way staff treat people.

- The practice took complaints and concerns seriously and responded to them appropriately to improve the quality of care.
- There were processes for providing all staff with the development they needed. This included recent staff training on dealing with difficult situations and customer service.
- The practice had recently gone through a period of change when the two sites from which it operated divided into two separate practices. The electronic patient system had not successfully allocated patients to the separate practices which generated a substantial increase in workload while the issue was resolved.

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

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

| | |
|--|---|
| Older people | Good  |
| People with long-term conditions | Good  |
| 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) | Good  |

Our inspection team

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

Background to Ardingly Court Surgery

Ardingly Court Surgery provides general medical services to people living in Brighton. At the time of inspection the practice profile and demographics were not clear as the practice had recently gone through a period of change when the two sites from which it operated divided into two separate practices and the electronic patient system had not successfully allocated patients to the separate practices.

The practice has two partner GPs and one salaried GP (two female and one male). There is an advanced nurse practitioner, a lead practice nurse and a practice nurse. At the time of inspection the practice was in the process of recruiting a health care assistant. A pharmacy technician, who is employed by Brighton and Hove Clinical Commissioning Group, works one day a week with the practice. There is a practice manager, an office manager and a team of receptionists, medical secretaries and administrative clerks. There are approximately 7,000 registered patients.

Services are provided from:

1 Ardingly Street,
Brighton,
BN2 1SS

The practice is open between 8.15am to 1pm and 2pm to 6pm from Monday to Friday. During the hours of 8am to 8.15am and 1pm to 2pm patients are directed to the NHS 111 service. Patients are able to book appointments by phone, online or in person.

Patients are provided with information on how to access the out of hours service, provided by NHS 111, by calling the practice or by referring to its website.

Further information about the practice can be found on the practice website:

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

Are services caring?

We rated the practice as good for caring.

Kindness, respect and compassion

- Feedback from patients was positive about the way staff treat people.

- On the day of inspection we observed reception staff treating patients kindly and compassionately.

Please refer to the evidence tables for further information.

Are services responsive to people's needs?

We rated the practice, and all of the population groups, as good for providing responsive services .

Timely access to care and treatment

Three of the nine comment cards we received on the day of inspection told us that appointments were easy to access, while one comment told us that they had difficulty in accessing appointments.

Listening and learning from concerns and complaints

The practice took complaints and concerns seriously and responded to them appropriately to improve the quality of care.

- Information about how to make a complaint or raise concerns was available in the waiting room and on the practice website. Staff treated patients who made complaints compassionately.

- The complaints policy and procedures were in line with recognised guidance. The practice learned lessons from individual concerns and complaints and also from analysis of trends. It acted as a result to improve the quality of care.
- The practice had received one complaint since April 2018 which had been reviewed by NHS England and investigated thoroughly.
- The practice also kept a record of compliments and showed us two compliments received since April 2018. These included comments about the care received from GPs and a comment about the helpfulness of the receptionists.

Please refer to the evidence tables for further information.

Are services well-led?

We rated the practice as good for providing a well-led service.

Culture

- Staff stated they felt this was a friendly place to work.
- Staff felt well supported by the GPs, practice manager and each other.
- Openness, honesty and transparency were demonstrated when responding to complaints. The provider was aware of and had systems to ensure compliance with the requirements of the duty of candour.
- There were processes for providing all staff with the development they needed. This included recent staff training on dealing with difficult situations and customer service.

Continuous improvement and innovation

- The practice had recently gone through a period of change when the two sites from which it operated divided into two separate practices. The electronic patient system had not successfully allocated patients to the separate practices which generated a substantial increase in workload while the issue was resolved.
- There were plans in place for relocation to a new larger premises in late 2019.

Please refer to the evidence tables for further information.