

# Park View Surgery

## Inspection report

Newton Lane  
Doncaster  
DN5 8DA  
Tel: 01302787909

Date of inspection visit: 13 and 14 June 2022  
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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	Outstanding	
Are services safe?	Good	
Are services effective?	Good	
Are services caring?	Outstanding	
Are services responsive to people's needs?	Outstanding	
Are services well-led?	Good	

# Overall summary

We carried out an announced inspection at Park View Surgery on the 13 and 14 June 2022. Overall, the practice is rated as outstanding.

Safe - Good

Effective - Good

Caring - Outstanding

Responsive - Outstanding

Well-led - Good

Following our previous inspection on the 20 August 2019 and the 12 October 2021 the practice was rated Good overall, requires improvement for safe, good for effective and well led and outstanding for caring and responsive. The rating of outstanding for caring and responsive has been carried forward from to the June 2022 inspection as we were satisfied that this was still relevant.

The full reports for previous inspections can be found by selecting the 'all reports' link for Park View Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Why we carried out this inspection

This inspection was a focused/follow-up inspection to follow up on:

- Breaches of regulations and recommendations identified in the previous inspection.

## How we carried out the inspection/review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

## Our findings

We based our judgement of the quality of care at this service on a combination of:

# Overall summary

- 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 found that:

- The practice provided care in a way that kept patients safe. The practice had implemented a system for monitoring and reviewing incidents and complaints, and openness and transparency about safety was encouraged.
- Patients received effective care and treatment that met their needs. The practice had completed clinical audits to address previous concerns regarding asthma inhalers, patients who are prescribed a high-risk drug (used as a blood thinner) and a creatinine clearance (this is a calculation done using the kidney blood test and patient weight and age), audit. Clinical searches and medical records we reviewed showed some management and monitoring of patients on certain medication although there were some areas that required review.
- Practice performance and attainment data was notably higher than local and national averages.
- Leaders had the experience, capacity, capability and integrity to deliver high-quality, person-centered care.

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

- Continue with coding of vulnerable patients.
- Implement a rolling process to ensure actions taken as a result of a medicines alert continue long term.

**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 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 View Surgery

Park View Surgery is located in Doncaster at:

Newton Lane

Doncaster

DN5 8DA

The practice is situated within the Doncaster Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of approximately 2,430. This is part of a contract held with NHS England.

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 family planning.

The practice is part of the North Primary Care Network which consists of eight member practices with a total patient population of over 75,652. Information published by Public Health England shows that deprivation within the practice population group is in the seventh lowest decile (seven 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 1% Asian, 97% White, 0.3% Black, 0.8% Mixed, and 0.3% Other.

There is a lead GP. The practice has a team of two advanced nurse practitioners, a healthcare assistant, four dermatology specialist nurses, three nurses and two pharmacists. The GP is supported at the practice by a team of reception/ administration staff. They also have a practice manager to provide managerial oversight. Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP or nurse needs to see a patient face-to-face then the patient was offered a same day or next day appointment.

The practice is open between 8.00 am to 6.00 pm Monday to Friday, with the exception of Tuesdays where the practice is open from 7.30 am. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by Doncaster Same Day Health, where late evening and weekend appointments are available. Out of hours services are provided by NHS Doncaster.