

# Fitzalan Medical Group

## Inspection report

Fitzalan Medical Centre  
Fitzalan Road  
Littlehampton  
West Sussex  
BN17 5JR  
Tel: 01903 735200  
www.fitzalanmedicalgroup.com

Date of inspection visit: 21 November 2018  
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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

Inadequate 

Are services safe?

Inadequate 

Are services effective?

Inadequate 

Are services caring?

Requires improvement 

Are services responsive?

Inadequate 

Are services well-led?

Inadequate 

# Overall summary

We carried out an announced focused inspection at Fitzalan Medical Group on 21 November 2018.

At this inspection we followed up on breaches of regulations identified at our previous inspection in August 2018. The ratings remain unchanged from the August 2018 inspection as the purpose of this inspection was to review compliance against the warning notices issued.

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.

At this inspection we found, the practice had made significant improvements and was compliant with the warning notices, in particular:

- A system was in place for monitoring the prescribing of controlled drugs and medicines that can be subject to abuse.

- The practice had properly assessed the effectiveness and appropriateness of the care it provided for patients with long term conditions, including areas where exception reporting was high. (Exception reporting is the removal of patients from QOF calculations where, for example, the patients are unable to attend a review meeting or certain medicines cannot be prescribed because of side effects).
- Realistic plans were in place to complete outstanding annual health check and medicines reviews. Performance against these plans was monitored regularly.
- The practice had cleared the backlog of correspondence and put in place systems to minimise the risk of backlogs occurring in the future.

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

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

## Population group ratings

<b>Older people</b>	<b>Inadequate</b> 
<b>People with long-term conditions</b>	<b>Inadequate</b> 
<b>Families, children and young people</b>	<b>Inadequate</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Inadequate</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Inadequate</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Inadequate</b> 

## Our inspection team

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

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](http://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, only the Fitzalan Road Surgery was visited during our inspection.

Fitzalan Road, Littlehampton, BN17 5JR

and

Wick Surgery, 66 Clun Road, Littlehampton, BN17 7EB