

Bird-In-Eye Surgery

Inspection report

Uckfield Community Hospital
Framfield Road
Uckfield
East Sussex
TN22 5AW
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www.birdineyesurgery.nhs.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 safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Bird-in-Eye Surgery on 12 February 2020 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Effective
- Well-led

As a result of information reviewed at the time of inspection we also looked at the following key question:

- Safe

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 good overall and for the key questions with the exception of safe which was rated as requires improvement. We rated them as good for all the population groups.

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

- Safety alerts were not sufficiently recorded to provide evidence that these were appropriately acted on.
- Evidence of satisfactory conduct in a previous role was not recorded as part of the recruitment checks for locum GPs.

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

- The practice had systems to keep clinicians up to date with current evidence-based practice. We saw that clinicians assessed needs and delivered care and treatment in line with current legislation, standards and guidance.

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

- There was a clear leadership structure and staff felt supported by management.

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.

The provider **should**:

- Continue work to increase the uptake of cervical screening.
- Review mental health exception reporting with a view to reducing this.

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

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 CQC inspector. The team included a GP specialist advisor.

Background to Bird-In-Eye Surgery

Bird-in-Eye Surgery is located at Uckfield Community Hospital, Framfield Road, Uckfield, East Sussex, TN22 5AW. The practice is located in a purpose built community hospital in a residential area. Services are provided on the ground floor of the hospital and all patient areas are accessible to patients with mobility issues.

The local clinical commissioning group (CCG) is the NHS High Weald Lewes Havens CCG. Bird-in-Eye Surgery is registered with the Care Quality Commission to provide the following regulated activities:

- treatment of disease, disorder or injury
- diagnostic and screening procedures
- maternity and midwifery services
- surgical procedures
- family planning

The practice has approximately 8,000 registered patients. The practice staff consists of four GP partners and a salaried GP (male and female), an advanced nurse practitioner, two practice nurses and two healthcare assistants (female). There is a practice manager and a team of administration and reception staff.

The profile of the practice population is similar to the national average, with 21% of patients under the age of 18 and 18% over the age of 65. Information published by Public Health England, rates the level of deprivation within the practice population group as 10, on a scale of one to ten. Level 10 represents the lowest levels of deprivation and level one the highest. Life expectancy is higher than average for females (84 years compared with the national average of 83). Life expectancy for males is higher than average (80 years compared with the national average of 79 years).

Opening hours are Monday to Friday 8:30am to 6:30pm. However, the practice switchboard is open from 8am. There are extended surgery times available on Monday, Tuesday, Wednesday and Thursday evenings until 7.45pm. Extended access appointments are available at a local hub on a Saturday morning.

During the times when the practice is closed (6.30pm until 8:30am) the practice has arrangements for patients to access care from an out of hours provider.

More information in relation to the practice can be found on their website:

www.birdineyesurgery.nhs.uk

This section is primarily information for the provider

Requirement notices

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 requirements.

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>How the regulation was not being met...</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 mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. In particular;</p> <ul style="list-style-type: none">• Safety alerts were not sufficiently recorded to provide evidence that these were appropriately acted on.• Evidence of satisfactory conduct in a previous role was not recorded as part of the recruitment checks for locum GPs. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p>