

# The Lime Tree Surgery

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector, supported by a GP specialist advisor.

### Background to The Lime Tree Surgery

The Lime Tree Surgery is located in a residential area of Worthing and provides primary medical services to approximately 20,850 patients. The practice also provides care and treatment for the residents of four nearby care homes, which serve individuals with dementia or nursing needs.

There are seven GP partners and five salaried GP (six male, six female). The practice also has one female locum. The practice is registered as a GP training practice, supporting medical students and providing training opportunities for doctors seeking to become fully qualified GPs.

There are ten female members of the nursing team; one nurse practitioner, five practice nurses, two health care assistants, one phlebotomist and one paramedic practitioner. GPs and nurses are supported by the practice manager, a patient services manager, and a team of reception/administration staff.

The practice had been going through a period of significant change. Just under two years ago the practice had merged with another local practice which had increased its number of registered patients by approximately 50%. Since then the practice had seen a higher than average turnover of staff.

Data available to the Care Quality Commission (CQC) shows the practice serves a higher than average number of patients who are aged 65 years or older when compared to the national average. The number of patients aged 0 to 18 years is slightly below average. The number of registered patients suffering income deprivation is below the national average.

The practice runs a number of services for its patients including; chronic disease management, new patient checks, smoking cessation, dermatology, and holiday vaccines and advice.

The practice is open from Monday to Friday between 8am and 6:30pm. Extended hours appointments are offered every Monday from 6:30pm to 7:30pm, and Monday to Friday from 7:30am to 8am.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hours service by calling the surgery or viewing the practice website.

The practice has a Personal Medical Services (PMS) contract with NHS England. (PMS is one of the three contracting routes that have been available to enable commissioning of primary medical services). The practice is part of NHS Coastal West Sussex Clinical Commissioning Group.

Services are provided from the following sites:

- The Lime Tree Surgery, Lime Tree Avenue, Worthing, West Sussex, BN14 0DL.
- The Lime Tree Surgery, Durrington Health Centre, Durrington Lane, Worthing, West Sussex, BN13 2RX.

# Detailed findings

## Why we carried out this inspection

We undertook a comprehensive inspection of Lime Tree Surgery on 4 February 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement.

We then undertook a focused follow up inspection on 11 October 2016 and found that not all of the breaches in regulation had been adequately addressed. They were rated as requires improvement for the provision of safe services and rated as good for the provision of well-led services. Overall the practice was rated as good.

The full comprehensive report on the February 2016 inspection and the focused follow up report on the October 2016 inspection can be found by selecting the 'all reports' link for Lime Tree Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a second follow up focused inspection of Lime Tree Surgery on 26 May 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

Before visiting we reviewed a range of information we hold about the practice.

We carried out a focused inspection of Lime Tree Surgery on 26 May 2017. During our visit we:

- Spoke with a range of staff including, five GPs, a nurse and a health care assistant, the practice manager and three members of the administration and reception team.
- Visited all practice locations.
- Looked at information the practice used to deliver care and treatment plans.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

## Are services safe?

### Our findings

#### What we found at our previous inspection

When we visited the practice on 11 October 2016 we found that not all of the previous identified breaches of regulations had been met in relation to the provision of safe services. We found the practice required improvement for the provision of safe services because:

- The registered provider had not ensured all clinical staff had received adult and children safeguarding training or Mental Capacity Act 2005 training.

#### What we found at this inspection

We undertook a focused follow up inspection of the service on 26 May 2017 to review the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

#### Overview of safety systems and process

- We looked at training records which showed all staff had received adult and children safeguarding training at a level appropriate to their role.
- We looked at training records which showed all clinical staff had received training in the Mental Capacity Act 2005 (MCA).
- We spoke with a range of staff to confirm they had knowledge of safeguarding and the MCA appropriate to their role.

The practice is rated as good for the provision of safe services.

# The Lime Tree Surgery

## Quality Report

Lime Tree Avenue  
Findon Valley  
Worthing  
West Sussex  
BN14 0DL  
Tel: 01903 264101  
Website: [www.limetreesurgery.com](http://www.limetreesurgery.com)

Date of inspection visit: 26 May 2017  
Date of publication: This is auto-populated when the report is published

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 service**

**Good** ●

**Are services safe?**

**Good** ●

# Summary of findings

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## Overall summary

### **Letter from the Chief Inspector of General Practice**

When we carried out an announced comprehensive inspection of this practice on 4 February 2016 we found breaches of legal requirements in relation to safety and for being well-led. Overall the practice was rated as requires improvement.

When undertook a focused follow up inspection on 11 October 2016 we found that not all of the previous identified breaches of regulations had been adequately addressed. They were rated as requires improvement for the provision of safe services and rated as good for the provision of well-led services. Overall the practice was rated as good.

The full comprehensive report on the February 2016 inspection and the focused follow up report on the October 2016 inspection can be found by selecting the 'all reports' link for Lime Tree Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

The inspection covered in this report was an announced focused inspection. It was undertaken on 26 May 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 11 October 2016.

The practice is now rated as good for the provision of safe services and continues to be rated as good overall.

Our key findings were as follows:

- All staff had received adult and children safeguarding training at a level appropriate to their role.
- All clinical staff had received training in the Mental Capacity Act 2005 (MCA).
- The staff we spoke to demonstrated knowledge of safeguarding and the MCA appropriate to their role.

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

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

**Good**



#### **What we found at our previous inspection**

When we visited the practice on 11 October 2016 we found the practice required improvement for the provision of safe services because they had not ensured all clinical staff had received adult and children safeguarding training or Mental Capacity Act 2005 training.

#### **What we found at this inspection**

On this inspection we found:

- All staff had received adult and children safeguarding training at a level appropriate to their role.
- All clinical staff had received training in the Mental Capacity Act 2005 (MCA).
- The staff we spoke to demonstrated knowledge of safeguarding and the MCA appropriate to their role.

The practice is now rated as good for the provision of safe services.

# Summary of findings

## The six population groups and what we found

We always inspect the quality of care for these six population groups.

### **Older people**

The provider had resolved the concerns for safety identified at our inspection on 11 October 2016 which applied to everyone using this practice, including this population group. The population group ratings remain good.

**Good**



### **People with long term conditions**

The provider had resolved the concerns for safety identified at our inspection on 11 October 2016 which applied to everyone using this practice, including this population group. The population group ratings remain good.

**Good**



### **Families, children and young people**

The provider had resolved the concerns for safety identified at our inspection on 11 October 2016 which applied to everyone using this practice, including this population group. The population group ratings remain good.

**Good**



### **Working age people (including those recently retired and students)**

The provider had resolved the concerns for safety identified at our inspection on 11 October 2016 which applied to everyone using this practice, including this population group. The population group ratings remain good.

**Good**



### **People whose circumstances may make them vulnerable**

The provider had resolved the concerns for safety identified at our inspection on 11 October 2016 which applied to everyone using this practice, including this population group. The population group ratings remain good.

**Good**



### **People experiencing poor mental health (including people with dementia)**

The provider had resolved the concerns for safety identified at our inspection on 11 October 2016 which applied to everyone using this practice, including this population group. The population group ratings remain good.

**Good**

