

Holmhurst Medical Centre

Inspection report

12 Thornton Side
Watercolour
Redhill
RH1 2NP
Tel: 01737647070

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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 well-led?

Good



Overall summary

We carried out an announced inspection at Holmhurst Medical Centre on 27 April 2023 to inspect the key question of well-led only. Overall, the practice is rated as Good.

The key questions are rated as:

Safe – Good carried over from last inspection

Effective – Good carried over from last inspection

Caring – Good carried over from last inspection

Responsive – Good carried over from last inspection

Well-led – Good

At our previous inspection in March 2022, the practice was rated Good overall and in all of the key questions with the exception on well-led which was rated as Requires Improvement.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Holmhurst Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

The practice had been previously rated as Good but with Requires Improvement in well-led in March 2022. This inspection was to follow up a breach of regulation 17 as identified in our previous inspection. The previous ratings for safe, caring, effective, and responsive, which were rated as Good, are carried forward.

How we carried out the inspection

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:

- Requesting evidence from the provider
- A short site visit to the practice

Our findings

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

Overall summary

- information from the provider, patients, the public and other organisations.

We have rated this practice as Good overall.

At our last inspection well-led was rated as Requires Improvement because:

- Staff comments were mixed in regard to the culture of the practice.
- Significant events, complaints and MHRA alerts were not always centrally recorded or readily available in regard to the information required. For example, to evidence the action taken, communication with patients, staff members or the wider learning.
- Medicine reviews and non-urgent referrals were completed in the required time frames. However, staff told us that they felt undertrained in this area.

At this inspection we found:

- We received comments from 13 staff members. All were positive with the culture of the practice. The practice had found ways to ensure staff could speak up without fear of retribution.
- Significant events, complaints and MHRA alerts were centrally recorded and information required was readily available.
- Staff told us that they had received additional training for medicine reviews and non-urgent referrals. They also told us they could ask for support if required.

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

- Embed regular reviews of complaints and significant events to look for trends and themes.
- Further implement ways to communicate practice information to all staff.
- Further implement ways to communicate with abusive patients.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector. They undertook a site visit and spoke with staff.

Background to Holmhurst Medical Centre

Holmhurst Medical Centre is a GP practice based in Redhill in Surrey. The practice provides GP services to 10,200 patients. The practice is situated within the Integrated Care Board known as NHS Surrey Heartlands.

Services are provided from one location:

Holmhurst Medical Centre, 12 Thornton Side, Redhill, Surrey, RH1 2NP.

Information published by Public Health England shows that deprivation within the practice population group is rated nine out of 10. The lower the decile, the more deprived the practice population is relative to others. (Deprivation covers a broad range of issues and refers to unmet needs caused by a lack of resources of all kinds, not just financial).

According to the latest available data, the ethnic make-up of the practice area is 6.5% Asian, 88.4% White, 1.8% Black, 2.6% Mixed, and 0.7% Other.

There is a team of 3 GP partners and 2 salaried GPs (male and female). The practice is also a training practice for doctors. Training practices help qualified doctors, known as registrars, complete the final stages of their GP training. The GPs are supported by 3 practice nurses, a HCA, a phlebotomist, practice management and a range of administrative roles.

Patients are able to contact Holmhurst Medical Centre from 8am and the practice is open 8.30am to 6.30pm Monday to Friday.

The practice is part of a hub of GP practices which provides extended access appointments for patients during the week until 8pm and at weekends. Patients are able to access Out of Hours services through NHS 111.

For information about practice services, opening times and appointments please visit their website at www.holmhurstmedicalcentre.co.uk