

Loxwood Medical Practice

Inspection report

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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 The Loxwood Medical Practice on 15 March 2019 as part of our inspection programme.

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 for providing effective, caring, responsive and well led services. We have rated it as requires improvement for providing safe services. The population groups have been rated as good.

Our key findings across all the areas we inspected were as follows:

- The practice had systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes.
- Performance against the quality and outcomes framework indicators was consistently higher than average. There was a significant positive variation for diabetes and mental health indicators.
- Staff supported people to live healthier lives, including identifying those who needed extra support, through a targeted and proactive approach to health promotion and prevention of ill-health.
- The practice had good facilities and was well equipped to treat patients and meet their needs. The premises

were clean and hygienic. The continuing development of the staff's skills, competence and knowledge was recognised as being integral to ensuring high-quality care.

- Staff involved and treated patients with compassion, kindness, dignity and respect.
- The practice sought feedback from patients, which it acted on.
- Patient satisfaction in relation to the way they were cared for and timely access to services was consistently higher than average.
- Feedback from other professionals who worked with the practice was positive and communication between them and the practice was described as 'excellent'.
- The practice had a clear vision to improve patient services across the rural area, staff resilience and practice sustainability.
- There was a strong commitment to collaborative working with other organisations to provide holistic 'joined up care' for patients.

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

- Risks to patients, staff and visitors were not assessed, monitored and managed in an effective manner.
- The practice did not always have effective systems for the appropriate and safe use of medicines.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients.

The areas where the provider **should** make improvements are:

- Keep a central record that provides an audit trail of action taken in response to external medicine and patient safety alerts.

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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser, a practice manager specialist adviser and a medicines inspector.

Background to Loxwood Medical Practice

Loxwood Medical Practice is situated in the village of Loxwood in West Sussex. The practice provides services for approximately 5,800 patients living in Loxwood and the surrounding areas which are largely rural. The practice has relatively large numbers of people aged 65 and older compared to the national average. Deprivation amongst children and older people is very low when compared to the population nationally. The practice has its own dispensary.

As well as a team of three GP partners (one female and two male), the practice also employs a nurse practitioner, two practice nurses, an assistant practitioner, a health care assistant and a phlebotomist. It also employs a dispensary manager who is supported by a team of dispensary assistants. A practice manager and

an assistant practice manager are employed and there is a team of receptionists and administrative clerks. The practice also has an on-site physiotherapist, podiatrist and counsellor and can refer patients to these services.

The practice is a training practice for GP trainees and foundation level two doctors.

For information about practice services, opening times and appointments please visit their website at <http://www.loxwoodmedicalpractice.co.uk>

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; maternity and midwifery services; family planning; and surgical procedures.

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 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <p>Risks relating to the health, safety and welfare of people using the service had not always been assessed adequately or acted on, particularly in relation to fire and health and safety risk assessments.</p> <p>The management of medicines did not always keep patients safe. In particular, in relation to the safe storage of vaccines, the security of blank prescription stationery, access to emergency medicines, directions on dispensing labels and competency assessments for dispensary staff.</p> |