

Croft Medical Centre

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?

Good 

Overall summary

We carried out an announced comprehensive inspection at Croft Medical Centre on 11 February 2019 as part of our inspection programme. The overall rating for the practice was Good. The full comprehensive report on the February 2019 inspection can be found on our website at www.cqc.org.uk.

We carried out a desk-based review on 11 August 2020 to confirm that the practice had carried out their plan to make the improvements we had identified in our previous inspection on 11 February 2019. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Overall the practice is rated as Good.

At our previous inspection we found that:

- improvements were required to ensure the keys to the controlled drugs cabinet were kept secure because there was a significant risk that controlled drugs could

have been accessed by unauthorised people. The practice confirmed they had rectified this. A digital lock had been installed to store the dispensary keys and the practice ensured that only dispensary staff and the duty doctor had access to these.

- a review of the confidentiality of the reception area and the dispensary was needed. Confidential areas for patients accessing the reception and dispensary areas had now been facilitated.
- the appointment system and telephone access for patients needed to be kept under review to improve patient satisfaction. The practice confirmed that a clinical pharmacist had been appointed to help with workloads and improve access to GPs for patients with more complex needs, and that they needed to keep access to appointments under review. However, we are mindful that the impact of the Covid-19 pandemic on practices has brought about enforced changes to the way patients access appointments.

Our inspection team

This inspection was carried out by a CQC Lead Inspector.

Background to Croft Medical Centre

Croft Medical Centre is in Leamington Spa in South Warwickshire. In addition to the main location the practice also has a branch surgery in Bishop's Tachbrook for patients living in the village. The branch surgery has a dispensary on site to issue prescribed medicines to patients and is fully computerised and linked to the main location. The practice merged with Lisle Court practice in April 2018.

The practice is registered with the CQC to carry out the following regulated activities: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Croft Medical Centre has a list size of 15,890 patients. The practice has pockets of deprivation and was rated eight out of ten for levels of deprivation, with ten being the least deprived and one being the most deprived.

The practice has four GP partners and six salaried GPs (a mixture of male and female offering patients their preferred choice). The practice has five practice nurses, two nurse practitioners and dispensers. The clinical team are supported by a practice manager and a team of reception and administrative staff. The practice had recruited a clinical pharmacist since our last inspection.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the most common form of GP contract.

The practice does not provide out of hours services. Patients are advised to contact 111 for urgent GP access outside of normal GP working hours. When patients dial 111 they get advice from the Out of Hours service which is commissioned by the CCG.

Are services safe?

We rated the practice as **requires improvement in February 2019** for providing safe services as, at the time of the inspection the key to the controlled drugs cabinet was not kept in a secure place during the day. As a result, there was a significant risk that controlled drugs could have been accessed by unauthorised people. The practice had rectified this following the inspection, ordering and installing a key safe.

As part of our inspection monitoring process we completed an Annual Regulatory Review for Croft Medical Centre on 19th February 2020. We discussed the action the practice had taken to address the improvements required at the previous inspection.

Croft Medical Centre demonstrated they had implemented the following:

- Improved the security of the dispensary. They had installed a digital lock device to store the dispensary keys and ensured that only dispensary staff and the duty doctor had access to these. A lock had also been installed to the dispensary internal door.
- The practice had also improved patient confidentiality within the dispensary area. The door between the dispensary and the waiting area provided a confidential quiet area for dispensing and for speaking with patients. Notices were also in place offering a private consulting room to patients.

As part of this desk-based review the practice confirmed that these arrangements had continued to provide the level of security required and as a result the practice is now rated as **good** for providing safe services.