

# Tangmere Medical Centre

## Inspection report

Malcolm Road  
Tangmere  
Chichester  
West Sussex  
PO20 2HS  
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[www.tangmeremedicalcentre.co.uk](http://www.tangmeremedicalcentre.co.uk)

Date of inspection visit: 8 November 2019  
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We previously carried out an announced comprehensive inspection at Tangmere Medical Centre on 27 November 2018. The overall rating for the practice was requires improvement. This was because: -

- The practice did not always ensure that action as result of significant events were followed up
- Governance arrangements for the dispensary were not embedded
- Not all staff had the training they required to fulfil their roles effectively.

The full comprehensive report on 27 November 2018 inspection can be found by selecting the 'all reports' link for Tangmere Medical Centre on our website at .

After the inspection in November 2018 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

We carried out an announced comprehensive follow up inspection at Tangmere Medical Centre on 8 November 2019. At this inspection we followed up on breaches of regulations identified at our previous inspection on.

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 good in all five of the key questions. All the population groups are rated as good.**

At this inspection we found:

- 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.

- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence- based guidelines.
- The practice performed consistently well against national indicators on the quality and outcomes of patient care.
- Staff treated patients with compassion, kindness, dignity and respect.
- Patients found the appointment system easy to use and reported that they could access care when they needed it.
- Patient feedback was consistently positive, and the results of the national GP patient survey were higher than the clinical commissioning average in most areas.
- All staff had been trained to provide them with the skills, knowledge and experience to deliver effective care and treatment.
- The practice had good facilities and was well equipped to treat patients and meet their needs.
- Governance arrangements for dispensary were operating effectively.

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

- Implement a central record that provides a clear audit trail of action taken in response to external medicine and patient safety alerts.
- Ensure that dispensing staff receive ongoing clinical training and development.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP  
Chief Inspector of Primary Medical Services and Integrated Care

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

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC Lead Inspector. The team included a GP specialist adviser and a pharmacist inspector.

## Background to Tangmere Medical Centre

Tangmere Medical Centre is in the village of Tangmere near Chichester. It provides primary medical services to approximately 5,600 patients. The practice has its own dispensary.

The practice is owned by one female GP who employs one female salaried GP. There is one male retainer GP (a GP retainer is a GP who is employed to provide flexible support). There are three practice nurses, and one health care assistant. There is a practice manager and a team of administrators/receptionists and two secretaries. There is also a dispensary manager and three dispensing staff.

Data available to the Care Quality Commission (CQC) shows the practice serves a population that has a higher proportion of working adults and children than most practices in the clinical commissioning group area and the lowest percentage of patients aged over 65. The practice runs many services for its patients including; chronic disease management, contraception, smoking cessation, travel advice, vaccinations and immunisations.

The practice provides services from the following location: -

Tangmere Medical Centre  
Malcolm Rd  
Tangmere  
Chichester  
West Sussex  
PO20 2HS

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.