

The Haven 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?		Good	
Are services effective?		Good	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at The Haven Practice on 15 September 2021. Overall, the practice is rated as good. The ratings for each key question inspected are as follows:-

Safe - Good

Effective - Good

Caring – not inspected

Responsive – not inspected

Well-led - Good

Following our previous inspection on 9 July 2019, the practice was rated requires improvement overall and for the safe and well led questions. It was rated good for the effective, caring and responsive key questions. All the population groups we re-rated as good. Requirement notices were issued for regulation 12 safe care and treatment, regulation 19, fit and proper persons employed and regulation 17 good governance.

On 15 September 2021 we undertook this focused inspection to follow up on the breaches of regulations identified at our previous inspection in July 2019. We found that the practice had made improvements and the requirement notices had been met.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Haven Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused comprehensive inspection to follow up on:

- Safe, effective and well-led domains.
- Areas we said the practice should improve which included the uptake of childhood immunisations and cervical screening.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering 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:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

Overall summary

- A short site visit

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

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- Staff had the training and skills required for their roles.
- The practice had improved the uptake of childhood immunisations and cervical screening.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Review the prescribing of asthma inhalers in order to ensure appropriate use.
- Keep records of consultation and notes reviews undertaken as part of clinical supervision.
- Maintain a central record of updated training undertaken by clinical staff.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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 CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who was also present on site and who undertook clinical searches of the practice's information system and spoke with the GP. A second inspector spoke with staff using video conferencing facilities.

Background to The Haven Practice

The Haven Practice is in a residential area of Brighton and Hove. The practice has good transport public links; however, parking is limited to on the street meters with spaces hard to come by. There are pharmacies located nearby.

The provider is registered with CQC to deliver the following regulated activities; diagnostic and screening procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The Haven Practice is situated within Brighton and Hove Clinical Commissioning Group and provides services to approximately 2,600 patients under the terms of a general medical services (GMS) contract.

The practice is run by a single GP with a further salaried GP. Both GPs are female. The practice also employs a male locum GP on a long-term basis. The practice employs two practice nurses, a health care assistant, a practice manager, a business manager, an assistant manager and a team of administration staff. The practice receives pharmacist support from the primary care network.

The practice is part of a wider network of six local GP practices who form the Preston Park Community Primary Care Network (PCN).

Information published by Public Health England shows that deprivation within the practice population group is in the second highest decile (nine of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 3% Asian, 91% White, 1% Black, 4% Mixed, and 1% Other.

The percentage of the practice population aged over 65 is lower than the England average. The percentage of the practice population between the ages of 25 and 49 is higher than the England average.

Extended access is provided locally by GP practices across the PCN, where late evening and weekend appointments are available. Out of hours services are provided by NHS111.