

# 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?

Good



# Overall summary

We carried out an announced comprehensive inspection of Loxwood Medical Centre on 15 March 2019. The overall rating for the practice was good. The practice was also rated good for providing effective, caring, responsive and well-led care. All the population groups were rated good. It was, however, rated as requires improvement for providing safe services. This was 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 full comprehensive report on the 15 March 2019 inspection can be found by selecting the 'all reports' link for Loxwood Medical Centre on our website.

After the inspection in March 2019 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

This inspection was an announced focused inspection carried out on 9 August 2019 to ensure that the practice was now complying with the regulations.

**Overall the practice continues to be rated as good and is now rated good for providing safe services.**

At this inspection our key findings were: -

- Vaccines were now stored securely with access restricted only to authorised staff.
- Blank prescriptions were kept securely, and their use monitored in line with national guidance.
- Emergency medicines were stored in one place, so they could be accessed easily in an emergency.
- Directions on dispensing labels could be printed separately in large print if required.
- Dispensing staff were being competency assessed to ensure they followed the practice's standard operating procedures.
- Risks relating to the health, safety had been assessed and were being acted on, particularly in relation to fire and health and safety risk assessments.
- The practice had implemented a system for recording and acting on all safety alerts received.

**Dr Rosie Benneyworth** BM BS BMedSci MRCGPChief 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

## Our inspection team

The inspection was undertaken by a CQC 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 number of patients aged 65 and older served by the practice is higher than 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 (two female and one 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.

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.