

Otford Medical Practice

Inspection report

Leonard Avenue
Otford
Sevenoaks
Kent
TN14 5RB

Date of inspection visit: 24 January 2019
Date of publication: 01/03/2019

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 carried out an announced comprehensive inspection at Otford Medical Practice on 24 January 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 and good for all population groups.

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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

- 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:**

- Continue to monitor and maintain vulnerable patient registers.
- Ensure that portable appliance testing is carried out as scheduled.
- Ensure that all risks identified at Kemsing Branch Surgery are actioned to ensure patient safety.
- Continue to monitor and maintain the processes for reviewing two week wait referrals.
- Continue with their plan to monitor newly established protocols, which ensured safe medicines management.
- Continue to monitor and maintain newly established processes for recording actions taken, in relation to safety alerts.
- Improve the identification of carers to enable this group of patients to access the care and support they need.

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

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

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. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Otford Medical Practice

Otford Medical Practice is located at Leonard Avenue, Otford, Sevenoaks, Kent, TN14 5RB. The surgery has good transport links and there is a pharmacy located nearby.

Kemsing Branch Surgery is located at West End, Kemsing, Kent, TN15 6PU and is approximately one and a half miles in distance from Otford Medical Practice.

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

Otford Medical Practice is situated in a semi-rural location of the West Kent Clinical Commissioning Group (CCG) and provides services to 10,750 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership of seven GPs (two male and five female) who registered with the CQC in December

2012. The practice employed three female practice nurses, one female health care assistant, a male paramedic practitioner, a deputy practice manager and several administration staff. The practice is part of a wider network of GP practices known as a federation.

There are higher than average number of patients over the age of 65 compared to the national average. The National General Practice Profile states that 97% of the practice population is from a white background with a further 3% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 83 years compared to the national average of 79 years. Female life expectancy is 86 years compared to the national average of 83 years.