

Bognor Medical Centre

Inspection report

The Bognor Regis Health Centre
West Street
Bognor Regis
PO21 1UT
Tel: 01243826541
www.bognor-practice.co.uk

Date of inspection visit: 3 August 2021
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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 review at Bognor Medical Centre on 3 August 2021. Overall, the practice is rated as Good.

Following our previous inspection on 13 March 2020, the practice was rated Good overall for providing effective, caring, responsive and well-led services but rated requires improvement for providing safe services.

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

Why we carried out this review

This review was a focused review of information without undertaking a site visit inspection to follow up on:

- If the practice was now sufficiently managing their duties in relation to health and safety and taking appropriate actions when needed
- How the practice managed their fire safety within the premises
- How the practice responded to safety alerts received from external sources.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to spend no time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Requesting evidence from the provider
- Reviewing supplied evidence to verify that it met the standards required under regulations
- Speaking with staff using telephone conferencing

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 have rated this practice as Good overall.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- The practice had an effective system to manage safety alerts
- The practice had improved their management of fire safety within their premises.
- The practice had acted on issues discovered during health and safety premises inspection.

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

Overall summary

- Ensure that they record those involved in their regular fire drills to assure themselves that all staff members are able to take part in one at least annually.

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	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection was led by a CQC lead inspector.

Background to Bognor Medical Centre

Bognor Medical Centre is located at:

The Bognor Regis Health Centre,
West Street,
Bognor Regis,
West Sussex,
PO21 1UT

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

The practice is situated within the NHS West Sussex Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 9,1000. This is part of a contract held with NHS England. It was found on inspection that the practice was incorrectly registered with CQC and informed of the need to remedy this.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three 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 2.7% Asian, 94.9% White, 0.7% Black, 1.4% Mixed, and 0.3% Other.

The practice is run by two partner GPs (male and female) and one non-medical partner. The practice is supported by three salaried GPs and one locum GPs (all female). The practice also has one advanced nurse practitioner, two paramedic practitioners, four practice nurses, two healthcare assistants, and a team of receptionists and administrative staff and practice and business managers.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice of either the main GP location or the branch surgery.

Extended access is provided on Tuesday and Thursday evenings with appointments available until 8pm. There are arrangements for patients to access care from an Out of Hours provider through NHS 111.

Further information about the services provided can be accessed via the practice website:

www.bognor-practice.co.uk