

Bognor Medical Centre

Inspection report

The Bognor Regis Health Centre
West Street
Bognor Regis
West Sussex
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www.bognor-practice.co.uk

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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?

Requires improvement 

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 Bognor Medical Centre on 13 March 2020 as part of our inspection programme. A previous comprehensive inspection was carried out in February 2016 and a focused follow up inspection in September 2016.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Safe
- Effective
- Caring
- Responsive
- Well-led

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 for all key questions except for safe which is rated as requires improvement. We rated the practice as good for all population groups except for working age people which is rated as requires improvement.

We rated the practice as **requires improvement** for providing safe services because:

- Fire and health and safety risk assessments and actions to mitigate risk were not sufficiently evidenced or recorded.
- Records of safety alerts did not provide sufficient evidence that they had been acted on.

We rated the practice as **good** for providing effective services because:

- The practice had systems to keep clinicians up to date with current evidence-based practice. We saw that clinicians assessed needs and delivered care and treatment in line with current legislation, standards and guidance.

We rated the practice as **good** for providing caring services because:

- Staff treated patients with care and compassion.
- Patients were involved in decisions about their treatment and care.

We rated the practice as **good** for providing responsive services because:

- The practice organised and delivered services to meet patients' needs.
- People were able to access care and treatment in a timely way.

We rated the practice as **good** for providing well-led services because:

- There was a clear leadership structure and staff felt supported by management.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

The provider **should**:

- Consider specific training for fire marshals.
- Continue work to increase the uptake of cervical screening.
- Continue work to reduce mental health exception reporting rates.
- Continue work to reduce diabetes exception reporting rates.
- Continue work to increase childhood vaccine rates.
- Take action to improve recording of patients' smoking status.
- Consider when complaints may need to be considered as significant events and record learning and actions as a result.

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)	Requires improvement 
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 inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to Bognor Medical Centre

Bognor Medical Centre provides general medical services in the coastal town of Bognor Regis in West Sussex. The service is run from the first floor of a purpose built medical centre. There are approximately 9000 registered patients.

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

Services are provided from the registered location:

Bognor Medical Centre

The Bognor Regis Health Centre,

Bognor Regis,

West Sussex

PO21 1UT

There are arrangements for patients to access care from an Out of Hours provider through NHS 111.

The practice population has a higher number of patients between of working age and a lower proportion of children under 18 and older patients over the age of 65

than the national and local Clinical Commissioning Group (CCG) average. The percentage of registered patients suffering deprivation (affecting both adults and children) is on the third most deprived decile (10 is the least deprived) which is higher than the average for England.

The practice population has a higher proportion of patients with depression and other mental health issues. They have a cohort of homeless patients and a higher proportion of patients with substance misuse issues.

In addition, there is a high proportion of patients (60%) with English as a second language.

The practice is registered to provide:

Maternity and midwifery services

Surgical procedures

Family planning

Diagnostic and screening procedures

Treatment of disease, disorder and injury

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

www.bognor-practice.co.uk

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met...</p> <p>The registered person did not have effective processes in place to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. In particular;</p> <ul style="list-style-type: none">• There was no record of health and safety risk assessments and subsequent actions required.• Fire drills were not routinely carried out and monthly fire and health and safety checks were not evidenced by the practice.• There was no record of all safety alerts received into the practice and subsequent action and follow up required. <p>This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>