

# Heathfield Surgery

## Inspection report

96-98 High Street  
Heathfield  
TN21 8JD  
Tel: 01435864999  
[www.heathfieldsurgery.co.uk](http://www.heathfieldsurgery.co.uk)

Date of inspection visit: 12 November 2020  
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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

Requires Improvement



Are services safe?

Inadequate



Are services effective?

Good



Are services caring?

Good



Are services responsive to people's needs?

Good



Are services well-led?

Requires Improvement



# Overall summary

We carried out an announced comprehensive inspection at Heathfield Surgery between the 9 and 19 November 2020. This was to follow up on breaches of regulation found at our previous inspection on 22 January 2020. The details of these can be found by selecting the 'all reports' link for Heathfield Surgery on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We are mindful of the impact of COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

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 requires improvement overall and good for all population groups, with the exception of people with long term conditions which was rated requires improvement.**

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

- Although there had been improvement since our last inspection to address concerns raised, this inspection identified areas of medicines management that were not sufficient to keep patients safe.

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

- There had been significant improvement since our last inspection to address concerns.
- Leaders had demonstrated that they had a credible strategy to develop sustainable care.
- However, at this inspection we identified significant concerns around clinical governance.

We rated the practice as **good** for providing effective, caring and responsive services because:

- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Feedback received from patients regarding their care and treatment and access to the service was very positive.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.

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

- Ensure care and treatment is provided in a safe way to patients.

(Please see the specific details on action required at the end of this report).

The areas where the provider should make improvements are:

- Review and improve how the overview of staff vaccination status is recorded.
- Complete the implementation of a system for recording near misses in the dispensary.
- Review and strengthen the system for ensuring policies contain up to date information and are practice specific.

# Overall summary

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by the service.

**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	Requires Improvement	
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 on site consisted of a CQC lead inspector, a second CQC inspector and a member of the CQC medicines team and was supported remotely by a CQC GP national clinical advisor, two GP specialist advisors and two other CQC inspectors.

## Background to Heathfield Surgery

Heathfield Surgery is a semi-rural practice which offers general medical services to the population of the Wealden area. The practice has a smaller surgery (The Firs Surgery) which we did not visit as part of this inspection. The practice is involved in the education and training of doctors and is also able to dispense medicines to patients. At the time of our visit there were approximately 12,600 patients registered with the practice. The practice also provides care and treatment for the residents who are registered at the practice and who live in nearby care homes, which serve individuals with a diagnosis of dementia or who have nursing care needs.

The practice has six GP partners (male and female) and three salaried GPs (male and female), four nurses and three health care assistants. They are supported by a practice manager, deputy practice manager and a team of reception and administration staff. The practice also has a dispensary at each surgery which are run by a team of dispensers and dispensary assistants. Heathfield Surgery is a training practice, so it takes supernumerary registrars who are qualified doctors completing their specialist training as GPs. At the time of our inspection there was one registrar attached to the practice.

Patients requiring a GP outside of normal working hours are advised to contact the NHS 111 service where they will be given advice or directed to the most appropriate service for their medical need.

The practice is one of 22 that make up the local clinical commissioning group (CCG), NHS High Weald Lewes Havens CCG.

This service is provided at the following sites and during this inspection we only visited the Heathfield Surgery site:

Heathfield Surgery, 96-86 High Street, Heathfield, TN21 8JD

The Firs Surgery, Little London Road, Cross in Hand, RN21 0LT

The practice is registered to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Family planning services
- Maternity and midwifery services

- Surgical procedures
- Diagnostic and screening procedures

For further details please see the practice website [www.heathfieldsurgery.co.uk](http://www.heathfieldsurgery.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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	<b>There was no proper and safe management of medicines. In particular:</b>
Maternity and midwifery services	Insufficient monitoring of patients who were prescribed high risk medicines, including medicines used in the treatment of mood disorders, prevention of stroke and immunosuppressants.
Treatment of disease, disorder or injury	Prescribing was not in line with medicines and healthcare products regulatory agency safety alerts.
Surgical procedures	There was additional evidence that safe care and treatment was not being provided. In particular:
	Test results were not always followed up appropriately in order to diagnose long term conditions.