

# Strand Medical

## Inspection report

1b The Causeway  
Goring-by-sea  
Worthing  
BN12 6FA  
Tel: 01903705802  
[www.strandmedical.co.uk](http://www.strandmedical.co.uk)

Date of inspection visit: 11 May 2022  
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Strand Medical on 9th and 11th May 2022. Overall, the practice is rated as good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## **Why we carried out this inspection.**

We inspected the practice because it was newly registered due to a change in location. This inspection was comprehensive and covered the safe, effective, caring, responsive and well-led key questions.

## **How we carried out the inspection**

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

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with the consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit
- A staff questionnaire

## **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.

# Overall summary

- 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 had an active patient participation group and patient views were acted on to improve services and culture.
- The practice was responsive to the needs of individual patients and had developed 'care passports', an 'autism friendly' booklet and videos to assist patients with their experience of the surgery.
- Patients could access care and treatment in a timely way.
- Staff felt supported by their managers and that their well-being was prioritised.
- Staff had the training and skills required for their role.

Whilst we found no breaches of regulations, we identified the following areas where the practice should make improvements:-

- Ensure that significant events, complaints and infection control action audits are followed up and recorded to ensure actions have been completed.
- Ensure that regular assessments of health and safety are undertaken and recorded.
- Ensure that records demonstrating the vaccination status of all staff are complete.
- In line with prescribing guidelines, ensure that patients have had all the necessary health monitoring in relation to the repeat prescribing of high-risk medicines.
- Improve the uptake for cervical screening to ensure at least 80% coverage in line with the national target.
- Ensure policies and procedures for distribution and monitoring of pre-printed blank prescription stationery are embedded.

**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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Strand Medical

Strand Medical is in the town of Worthing at:

1b The Causeway,

Worthing,

West Sussex.

BN12 6FA.

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, family planning and surgical procedures.

The practice is situated within the West Sussex Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 15,500. This is part of a contract held with NHS England.

The practice is part of the Cissbury Integrated Primary Care Network, which is made up of four local practices.

Information published by the UK Health Security Agency shows that deprivation within the practice population group is in the seventh highest decile (seven out of 10). The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 95% white, 2.5% asian, 1.5% mixed, 0.5% black and 0.3% other.

There are five GP partners and one salaried GP. The practice has a team of three advanced nurse practitioners, eight practice nurses, three health care assistants and two paramedic practitioners. The GPs are supported by a practice business manager, a deputy practice business manager and a team of reception and administration staff.

For more information on opening times and services provided visit: <https://strandmedical.co.uk>

Extended access is provided locally by a federation of GPs, where late evening and weekend appointments are available. 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.