

# Hildenborough & Tonbridge Medical Group

## Quality Report

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Tonbridge,  
Kent

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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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Hildenborough & Tonbridge Medical Group on 21 November 2016. The overall rating for the practice was good. The practice was rated as requires improvement for providing safe services and rated as good for providing effective, caring, responsive and well-led services. The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for Hildenborough & Tonbridge Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection conducted on 7 September 2017 to confirm that the practice had carried out their plan to meet the legal requirements, in relation to the breaches in regulations that we identified in our previous inspection on 21 November 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- The practice had ensured that the system for reporting and recording significant events was implemented effectively.

- Risks to patients who used services were assessed and the systems and processes to address these risks ensured patients were kept safe. In particular, the risks associated with medicines management, as well as infection prevention and control.

The practice had also taken appropriate action to address areas where they should make improvements:

- Dispensing Standard Operating Procedures (SOPs) had been signed by all relevant staff.
- Action had been taken to ensure that cold chain storage and medicine safety alerts were appropriately recorded.
- Dispensing errors and near misses were being recorded by dispensary staff in order to enable learning.
- Processes had been revised in order to ensure that minutes of meetings were detailed and demonstrated accountability.
- The programme of clinical audits had been further developed and was being monitored.

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

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

- Since our inspection in 2016, the practice had improved its systems and processes in order to ensure the reporting and recording significant events was implemented effectively.
- Risks to patients who used services were now being assessed effectively. The systems and processes to address these risks ensured patients were kept safe. In particular the risks associated with medicines management, as well as infection control and prevention had been significantly improved.

**Good**



# Hildenborough & Tonbridge Medical Group

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Hildenborough & Tonbridge Medical Group

Hildenborough and Tonbridge Medical Group is a GP practice based in Hildenborough, Kent. There are approximately 16,000 patients registered with the practice.

The demographics of the patient population shows that 22% of patients are under the age of 18 (compared to the England average of 21%) and 22% are aged 65 years and over (compared to the England average of 17%). The practice is situated in a popular and more affluent commuter area. The number of patients between the ages of 40 to 54 years is slightly above the England average and the number of patients between the ages of 20 to 39 years is below the England average.

Hildenborough and Tonbridge Medical Group consists of four practices:

- Hildenborough Medical Centre, Westwood, Tonbridge Road, Hildenborough, Kent TN11 9HL.
- Trenchwood Medical Centre, 264 Shipbourne Road, Tonbridge, Kent TN10 3ET.

- Leigh Surgery, Rear of Leigh village hall, High Street, Leigh, Kent TN11 9RL.
- Weald Surgery, Morleys Road, Weald, Kent TN14 6QX.

All four practices are staffed and managed from Hildenborough Medical Centre, Westwood, Tonbridge Road, Hildenborough, Kent TN11 9HL.

Hildenborough Medical Centre is able to provide dispensary services to those patients on the practice list who live more than one mile (1.6km) from their nearest pharmacy premises. This service is delivered by a dispensary team of two dispensers.

The practice operates under a General Medical Service contract. There are 10 GP partners (six male and four female). The practice manager is also a partner. The GP partners are supported by a female salaried GP, the practice manager, six female practice nurses, one female practice nurse assistant and one female health care assistant, two dispensers and a team of administrators, secretaries and receptionists.

The practice is a training/teaching practice. At the time of our inspection, there were two female GP trainees and two foundation year 2 doctors (one female and one male) working at the practice. The practice also offered placements of three to eight weeks for medical students.

Hildenborough Medical Centre is open between 8am and 6.30pm Monday to Friday. Appointments are offered from 8am to 11.30am and 4pm to 6.30pm on Mondays, 8am to 11.30am and 12.40pm to 6.30pm on Tuesdays, 8am to 11am and 3.30pm to 6.30pm on Wednesdays, 8am to 2pm and 4pm to 6.30pm on Thursdays and from 8am to 11.30am and 3.30pm to 5.30pm on Fridays.

# Detailed findings

Trenchwood Medical Centre is open between 8am and 6.30pm Monday to Friday. Appointments are offered from 8am to 11.30am and 3pm to 6.30pm on Mondays, 8am to 11.30am and 2.30pm to 6.30pm on Tuesdays, 8am to 11.30am and 1.45pm to 6.30pm on Wednesdays, 8am to 12pm and 4pm to 6.30pm on Thursdays and 8am to 11.30am and 3.30pm to 5.30pm on Fridays.

Appointments are offered at Leigh surgery between 2pm to 3pm on Mondays, 12pm to 1pm on Tuesdays, 1pm to 2pm on Wednesdays, 8am to 9am on Thursdays and 1pm to 2pm on Fridays.

Appointments are offered at Weald Surgery 12pm to 1pm on Mondays, 2.30pm to 3.30pm on Tuesdays, 12pm to 1pm on Wednesdays, 1pm to 2pm on Thursdays and 2pm to 3pm on Fridays.

Extended hours appointments are offered on Monday evenings from 6.30pm to 8pm at Trenchwood Medical Centre and 8am to 12pm on Saturdays at Hildenborough Medical Centre.

Patients requiring a GP outside of normal working hours are advised to contact the NHS GP out of hour's service on telephone number 111.

We visited and inspected Hildenborough Medical Centre. The practices at Trenchwood, Leigh and Weald were not visited during the inspection.

## Why we carried out this inspection

We undertook a comprehensive inspection of Hildenborough and Tonbridge Medical Group on 21 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall (rated as requires improvement for providing safe services and good for providing effective, caring, responsive and well-led services). The full comprehensive report following the inspection in November 2016 can be found by selecting the 'all reports' link on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Hildenborough and Tonbridge Medical Group on 7 September 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the comprehensive inspection had been addressed. During our visit we spoke with a GP partner, practice manager, a practice nurse and an administrator as well as, reviewed information, documents and records kept at the practice.

# Are services safe?

## Our findings

At our previous inspection on 21 November 2016, we rated the practice as requires improvement for providing safe services. This was because:

- The system for reporting and recording significant events was not implemented effectively across the entire practice and not all staff had an understanding of the practice's policy and process or were aware of outcomes.
- Risk to patients who used services were not always assessed and the systems and processes to address these risks did not always ensure patients were kept safe. For example medicine management and infection prevention and control.

We issued a requirement notice in respect of these issues and found arrangements had significantly improved when we undertook a follow up inspection on 7 September 2017. The practice is now rated as good for providing safe services.

### Safe track record and learning

There was a system for reporting and recording significant events.

The practice had improved the system in order to ensure it had been implemented effectively across the entire practice. Staff understood their responsibilities to raise concerns, and to report incidents and near misses. We saw documentary evidence to show that the procedure for managing incidents had been reviewed and cascaded to all staff. Staff we spoke with had an understanding of the practice's policy and process or were aware of investigation outcomes.

### Overview of safety systems and processes

The practice had systems, processes and practices which kept patients safe:

- The practice maintained appropriate standards of cleanliness and hygiene. We observed the premises to be tidy. Mops in use were now disposable and discarded after use. We saw documentary evidence to show that the cleaning schedules had been reviewed and revised. We saw that the cleaning contract had been changed in order to have services provided by another cleaning company. Records of cleaning undertaken were being routinely checked by the practice manager on a weekly basis. Staff we spoke with told us that since the change, there was a noticeable difference in the cleanliness of the practice.
- The arrangements for managing medicines, including emergency medicines and vaccines, in the practice kept patients safe (including obtaining, prescribing, recording, handling, storing, security and disposal). We saw documentary evidence to show that a new protocol for the issue of repeat prescriptions had been implemented, which ensured that repeat prescriptions were now processed with a GP signature. A system for monitoring and tracking blank prescriptions had also been implemented.
- Any medicine incidents were recorded as significant events and a system for recording and reporting dispensary error/near misses had been implemented. We saw that stocks of open liquid medicines had now been labelled with dates of opening. Dispensary staff showed us Standard Operating Procedures (SOPs) which covered all aspects of the dispensing process (these are written instructions about how to safely dispense medicines). We saw that these had now been signed by all relevant staff. Additionally, we saw that records were held to monitor the cold chain and how action taken in relation to cold chain events were now being recorded.