

Buxted Medical Centre

Inspection report

Framfield Road
Buxted
Uckfield
East Sussex
TN22 5FD

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www.buxtedandeasthoathlymedicalcentres.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?

Good



Overall summary

This practice is rated as Good overall. (Previous rating 07 March 2018 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Not inspected on this occasion

Are services caring? – Not inspected on this occasion

Are services responsive? – Not inspected on this occasion

Are services well-led? - Not inspected on this occasion

We carried out an unannounced focused inspection at Buxted Medical Centre on 7 March 2018 in response to information we had received in respect of some of the systems and procedures at the practice relating to the safe domain.

At the time of the March 2018 inspection the practice was rated good overall in all domains and population groups following inspections on 10 February 2015 and 01 July 2016. The full comprehensive report on the February 2015 inspection and the July 2016 desktop review can be found by selecting the 'all reports' link for Buxted Medical Centre on our website at : www.cqc.org.uk/

Following the inspection of 7 March 2018 breaches of regulation had been identified and the practice was rated as being requires improvement for the safe domain. The overall rating and ratings for effective, caring, responsive and well led domains as well as the population groups were not inspected and remained unchanged.

After the inspection in March 2018 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

This inspection was an announced focused inspection carried out on 31 October 2018 to ensure that the practice were now complying with the regulations.

At this inspection our key findings were

The practice now ensured that accurate, complete and contemporaneous records were being maintained securely in respect of each service user.

There were systems and processes in place that ensured that all correspondence was dealt with appropriately and in a timely manner.

There was no backlog of correspondence waiting to be scanned in to the electronic notes.

Clinicians had the most recent information available to them at the time of a consultation.

Additionally, we saw that:

- The practice had reviewed their workflow systems and protocols to assess which correspondence required review by a clinician and the time frames in which that should occur.

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

- Keep under review, improve and audit the workflow criteria protocol for correspondence.

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

Please refer to the detailed report and the evidence tables for further information

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)	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 was led by a Care Quality Commission (CQC) lead inspector and was assisted by a GP specialist advisor.

Background to Buxted Medical Centre

Buxted Medical Centre is a semi-rural practice which offers general medical services. The practice has two smaller branch surgeries (East Hoathly Medical Centre and Manor Oak Surgery) which were not inspected. The practice is involved in the education and training of doctors and is also able to dispense medicines to its patients. There are approximately 14540 registered patients.

The practice is run by three partner GPs (two female, one male) who are supported by nine salaried GPs (five female, four male) and three trainee GPs (Registrars). The practice also has three advanced nurse practitioners, seven practice nurses, four healthcare assistants, a phlebotomist, a team of receptionists and administrative staff and a practice manager.

Services are provided from three sites:

The registered location,

Buxted Medical Centre, Framfield Road, Buxted, Uckfield, East Sussex, TN22 5FD

And two branch surgeries,

East Hoathly Medical Centre, Juziers Drive, East Hoathly, BN8 6AE

Manor Oak Surgery, Horebeech Lane, Horam, East Sussex, TN21 0DS

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 45 and 85 years of age than the national and local Clinical Commissioning Group (CCG) average, with a significantly higher proportion of 65-69 year olds and over 85 year olds than the national average. There are a higher number of patients with a long standing health condition and patients within nursing homes. The percentage of registered patients suffering deprivation (affecting both adults and children) is significantly lower than the average for England.

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 can be accessed via the practice web site: www.buxtedandeasthoathlymedicalcentres.co.uk

Are services safe?

At our previous inspection on 07 March 2018, we rated the practice as requires improvement for providing safe services because:

Staff did not always have the information they needed to deliver safe care and treatment to patients.

Specifically there was a backlog of approximately 25 working days of paper correspondence waiting to be scanned in to the electronic notes. This meant that clinicians did not always have all the most recent information available to them at the time of a consultation.

These arrangements had improved when we undertook a follow up inspection on 31 October 2018. The practice is now rated as good for providing safe services.

Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment to patients.

The practice ensured that accurate, complete and contemporaneous records were being maintained securely in respect of each service user.

There were systems and processes in place that ensured that all correspondence was dealt with appropriately and in a timely manner. However, some aspects of the protocol for workflow of correspondence required review and clarification.

There was no backlog of correspondence waiting to be scanned in to the electronic notes.

Clinicians had the most recent information available to them at the time of a consultation.

Please refer to the evidence tables for further information.