

# Croft Hall Medical Practice

## Inspection report

19 Croft Road  
Torquay  
Devon  
TQ2 5UA  
Tel: 01803298441  
[www.croftallmedicalpractice.co.uk](http://www.croftallmedicalpractice.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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an inspection on 21 January 2020, of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a change to the quality of care provided since the last inspection.

This inspection focused on 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 good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should:**

- Improve systems and processes to ensure all risk assessments activity is regularly monitored.
- Review the process for signing patient group directives to make sure it complies with best practice and guidance.
- Review whether the practice needs to routinely stock medicines to be used in the event of a patient in status epilepticus.
- Continue to ensure that evidence of satisfactory conduct is obtained during the recruitment process.
- Improve arrangements to effectively share the vision and strategy of the practice.

**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

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, and a second CQC inspector.

## Background to Croft Hall Medical Practice

Croft Hall Medical Practice is located at 19 Croft Hall, Torquay, Devon, TQ2 5UA.

The provider is registered with CQC to deliver the Regulated Activities

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures
- Maternity and midwifery services
- Family planning

Croft Hall Medical Practice is situated within the NHS Devon Clinical Commissioning Group and provides services to 8,200 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has 3 GP partners, (two female and one male), one salaried GP, two retained GPs. The nursing team consists of an advanced nurse practitioner and an emergency care practitioner; three practice nurses, two health care assistants, and one phlebotomist.

In addition, there is a social prescribing link worker and a carer support worker. The management team consists of a practice manager; an office manager; and an IT lead. There are administration times who undertake secretarial, health navigation, prescription and reception duties. The practice is part of a primary care network.

There are higher than average number of patients aged 65 years and older when compared with the national average. The National General Practice Profile states that 96.5% of the practice population is from a white British, with a further 3% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 77.6 years compared to the national average of 79.3 years. Female life expectancy is 82.3 years compared to the national average of 83.2 years.