

Hadleigh Boxford Group Practice

Inspection report

Hadleigh Health Centre
Market Place
Hadleigh
Suffolk
IP7 5DN
Tel: 01473 822961
www.hadleighhealth.co.uk

Date of inspection visit: 23 Oct to 23 Oct 2018
Date of publication: 23/11/2018

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?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Hadleigh Boxford Group Practice on 23 October 2018 as part of our inspection programme. Our inspection team was led by a CQC inspector and included a GP specialist advisor, a member of the CQC medicines team and a practice manager specialist advisor.

The practice was last rated in June 2015 and was rated as Good.

Our judgement of the quality of care at this service is based 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.

This means that:

- People were protected from avoidable harm and abuse and legal requirements were met. Risk assessments were completed and actioned.
- Some patient safety alerts had not been recorded, but had been actioned and patients had been reviewed appropriately.
- Many meetings were held and recorded; however, it was unclear from meeting minutes which staff attended multidisciplinary team meetings.
- Patients had good outcomes because they received effective care and treatment that met their needs.
- The practice had set up a charitable trust which had provided a sensory room for a local care home, a private lymphedema nurse, access to cognitive behavioural therapy in addition to other support.
- The practice were high achievers for the Quality and Outcomes Framework and the national GP patient survey.
- Patients at the end of life received appropriate care and treatment.
- Patients were supported, treated with dignity and respect and were involved as partners in their care.
- The practice were active in the community and provided education sessions on careers in healthcare, diabetes management and 'dying: it matters', an end of life educational programme.

- The practice worked closely with the care homes in the local area and provided weekly visits, as well as pharmacist reviews of medicines.
- People were able to access the service easily and this was reflected in above average survey outcomes.
- The leadership, governance and culture of the practice promoted the delivery of high quality person-centred care.
- The practice actively engaged with the patient participation group and implemented changes to care as a result of their input. For example, an 'inactive to active' initiative.

We rated the practice outstanding for providing **responsive** services because:

- Services were tailored to meet the needs of individual people and were delivered in a way to ensure flexibility, choice and continuity of care. There was a proactive approach to understanding the needs and preferences of different groups of people across all population groups and to delivering care in a way that met those needs. For example, the practice worked to support people recently diagnosed with diabetes and with local care homes to deliver tailored education to care home staff. Patient feedback was consistently very positive and the GP patient survey results were consistently above local and national averages and significantly higher for indicators relating to patient's needs being met and the type of appointments offered.

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

- Embed the new system for the documentation for recording the actioning of patient safety alerts and multidisciplinary team meetings.
- Review systems in place to ensure staff are appropriately following standard operating procedures within the dispensary.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

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

Population group ratings

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

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a practice manager specialist adviser and a CQC medicines management inspector.

Background to Hadleigh Boxford Group Practice

- The name of the registered provider is Hadleigh Boxford Group Practice.
- The address of the main surgery is Hadleigh Health Centre, Market Place, Hadleigh, Ipswich, IP7 5DN.
- The practice is registered to provide diagnostic and screening procedures, family planning, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.
- The practice has a personal medical services (PMS) contract with the Ipswich and East Suffolk Clinical Commissioning Group (CCG).
- There are approximately 15,400 patients registered at the practice. The practice has a main site in Hadleigh and a branch site in a nearby village of Boxford.
- The website for the practice is www.hadleighhealth.co.uk.
- The practice has eight GP partners (four male, four female), three salaried GPs (all female), two nurse practitioners, five practice nurses, three healthcare assistants, one paramedic, two managerial staff, nine dispensers, a pharmacist and a team of administrative staff.
- The practice is a teaching practice for medical students and GP registrars. At the time of our inspection, there were two GP registrars at the practice.
- The practice was a dispensing practice from both sites for patients that live more than one mile (1.6 kilometers) from their nearest pharmacy.
- The Hadleigh site is open between 7am and 6.30pm Monday to Thursday and 8am to 6.30pm Friday. The Boxford site is open 8am to 1pm and 3pm to 6pm Monday to Friday.
- When the practice was closed patients were directed to the out of hours service provided by CareUK via the NHS 111 service.
- The most recent data available from Public Health England showed the practice has a lower than average number of patients aged between 15 to 44. The practice has a higher than average number of patients aged 50 and over. Income deprivation affecting children is 9%, which is lower than the CCG average of 13% and the national average of 20%. Income deprivation affecting older people is 11%, which is also lower than the CCG average of 13% and national average of 20%. Life expectancy for patients at the practice is 83 years for males and 85 years for females which is comparable to the national average.