

# Sedlescombe House

## Inspection report

Sedlescombe House  
8 Sedlescombe Road South  
St Leonards On Sea  
East Sussex  
TN38 0TA  
Tel: 01424720574  
[www.sedlescombehousesurgery.co.uk](http://www.sedlescombehousesurgery.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 02 May 2018 – Overall Good – requires improvement in safe)

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 announced comprehensive inspection at Sedlescombe House on 02 May 2018. The overall rating for the practice was good. The practice was also rated good for the effective, caring, responsive and well-led domains and all the population groups. It was however rated as requires improvement for providing safe services. The full comprehensive report on the May 2018 inspection can be found by selecting the 'all reports' link for Sedlescombe House on our website at: [www.cqc.org.uk](http://www.cqc.org.uk)

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

At this inspection our key findings were:

There was an effective system for managing and actioning safety alerts appropriately. Actions in relation to safety alerts were recorded.

Prescriptions were tracked to specific printers and their numbers recorded.

Checks on emergency equipment were recorded.

Appropriate checks were carried out and recorded when recruiting locum staff.

Systems and protocols for the monitoring of high risk medicines were followed. However a potential weakness in the new monitoring system for a medicine, whose management was shared with the hospital, was identified.

Additionally, we saw that the practice had:

Provided awareness training for all staff on the 'red flag' sepsis symptoms that might be reported by patients and how to respond.

Reviewed and improved systems for ensuring sharps boxes were disposed of within their expiry date.

Reviewed and improved systems for identifying and recording carers.

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

Continue to review, improve and audit the new system for monitoring high risk medicines.

**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

<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 Care Quality Commission (CQC) lead inspector and a GP specialist advisor.

## Background to Sedlescombe House

The Sedlescombe House Surgery is a GP practice offering general medical services to the people of St Leonards On Sea and the surrounding area. The current patient list is approximately 3,680 patients. It is run by a single full time GP (female). The GP is supported by an advanced nurse practitioner, a practice nurse, two health care assistants, a community pharmacist, a team of receptionists and administrative staff and a practice manager. All patients have a named GP.

Data available to the Care Quality Commission (CQC) shows the percentage of patients of patients aged 65 or over is a little higher than the average for England. There is also a similar percentage of patients of 18 years or less compared to the average for England. The percentage of registered patients suffering deprivation (affecting both adults and children) is slightly higher than average for England.

The practice is open Monday to Friday between 8am and 6.30pm. Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided with information on how to access an out of hour's service by calling the surgery or viewing the practice website.

Services are provided at:

Sedlescombe House, St Leonards On Sea, East Sussex  
TN38 0TA

Further information about the practice and services provided can be found on their website which can be accessed via the following link:  
[www.sedlescombehousesurgery.co.uk](http://www.sedlescombehousesurgery.co.uk)

The practice has a General Medical Services (GMS) contract with NHS England. (GMS is one of the three contracting routes that have been available to enable commissioning of primary medical services). The practice is part of NHS Hastings and Rother Clinical Commissioning Group.

Sedlescombe House is registered by CQC to carry out the following regulated activities, Maternity and midwifery services, Treatment of disease, disorder or injury, Family planning, Surgical procedures and Diagnostic and screening procedures.

# Are services safe?

At our previous inspection on 02 May 2018, we rated the practice as requires improvement for providing safe services because:

Actions in relation to safety alerts were not always recorded.

Prescriptions were not tracked to specific printers and their numbers recorded.

Checks on emergency equipment were not always recorded.

Appropriate checks were not always carried out and recorded when recruiting locum staff.

Systems and protocols for the monitoring of high risk medicines were not followed in all cases.

**These arrangements had improved when we undertook a follow up inspection on 02 November 2018. The practice is now rated as good for providing safe services.**

## Safety systems and processes

The practice had clear systems to keep people safe.

- The practice carried out appropriate staff checks at the time of recruitment and on an ongoing basis. This included the recruitment of locum staff.
- All sharps boxes were in date. This was checked and recorded monthly.

## Appropriate and safe use of medicines

The practice had systems for the handling of medicines.

- The systems for managing and storing emergency equipment, minimised risks. Emergency equipment was checked regularly and we saw these checks were recorded.
- The practice stored prescriptions securely and recorded the numbers as they came into the practice. Rooms were always locked when not in use. Identification numbers of prescriptions were recorded and tracked to specific printers.

Patients on high risk medicines were monitored appropriately. However, a potential weakness in the new monitoring system for one specific medicine, whose management was shared with the hospital, was identified. The practice immediately suggested ways to improve the system and subsequently implemented them.

## Lessons learned and improvements made

The practice learned and made improvements when things went wrong.

- The practice acted on and learned from external safety events as well as patient and medicine safety alerts. The practice had a system to receive, action and save safety alerts to a central digital file and could demonstrate that they had taken appropriate action as a result.

**Please refer to the evidence tables for further information.**