

Mid Sussex Health Care

Inspection report

The Health Centre
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Hurstpierpoint
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Date of inspection visit: 12 March 2019 to 12 March 2019
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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 announced comprehensive inspection at Mid Sussex Health Care on 12 March 2019 as part of our inspection programme.

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.
- There was a clear leadership structure and staff felt supported by management.

- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together. Staff received access to training and support to develop their skills
- The practice had utilised the care coordinator role to good effect in the practice supporting patients with complex health and social care needs.
- The practice participated in research and development and had received a commendation from the National Institute of Healthcare Research for their contribution to non-commercial research.

The areas where the provider **should**:

- Keep their training programme under review to ensure all required updates are completed and could be evidenced within the practice training record.
- Review the clinical equipment cleaning records to maintain evidence that all equipment is cleaned appropriately.

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

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 CQC lead inspector. The team included a GP specialist adviser, a PM specialist adviser and a nurse specialist advisor.

Background to Mid Sussex Health Care

Mid Sussex Health Care is a practice offering general medical services to the population of Hurstpierpoint, Hassocks and Ditchling in West Sussex. There are approximately 19,870 registered patients. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than the average for both the CCG area and England.

Mid Sussex Health Care is run by eleven partner GPs (Five male and six female). The practice is also supported by one female salaried GP, one nurse practitioner, six practice nurses, three healthcare assistants and one phlebotomist, a team of administrative and reception staff, and a practice manager.

Mid Sussex Health Care is a teaching practice and hosts several doctors undertaking training. At the time of this inspection the practice had four GP registrars (2 ST3, 1 ST2 and 1 ST1) (Doctors undertaking their speciality training in general practice).

The practice runs a number of services for its patients including asthma clinics, diabetes clinics, coronary heart disease clinics, minor surgery, child immunisation clinics, new patient checks and travel vaccines and advice.

Services are provided from three locations:

We visited both branches as part of this inspection to help us understand how services were delivered for each site.

Opening hours (telephones) are Monday to Friday 8.30am to 6pm.

The practice has made arrangements with the out of hours provider to provide essential services outside of these hours however we were told that an allocated GP is available in the practice during the core hours of 8.am to 6.30pm should access to a GP be required.

During the times when the practice is closed arrangements are in place for patients to access care from IC24 which is an Out of Hours provider via 111.

For further details about the practice please see the practice website:

www.midsussexhealthcare.co.uk