

# Leacroft Medical Practice

## Inspection report

Langley House  
Langley Drive  
Crawley  
West Sussex  
RH11 7TF  
Tel: 01293574747  
www.leacroft.co.uk

Date of inspection visit: 19 September 2019 to 19  
September 2019  
Date of publication: 20/11/2019

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 Leacroft Medical Practice on 19 September 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 all staff roles to good effect in the practice supporting patients with complex health and social care needs. In particular, the use of the paramedic practitioner and frailty nurse roles to support patients who find it difficult to access 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 adviser, a PM specialist adviser and CQC team inspector.

## Background to Leacroft Medical Practice

Leacroft Medical Practice is practice offering general medical services to the population of the Langley Green area of Crawley in West Sussex. There are approximately 11,200 registered patients. The percentage of registered patients suffering deprivation (affecting both adults and children) is in line the average for both the CCG area and England.

Leacroft Medical Practice is run by four partner GPs (three female and one male), two partner nurses (both female) and a practice manager partner. The practice is also supported by three salaried GPs, two practice nurses, a frailty nurse, two healthcare assistants, a paramedic practitioner and a clinical pharmacist. There is a team of administrative and reception staff.

The practice is a training practice and supports a range of clinical staff including GP registrars, medical students, nursing students and paramedic practitioners.

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 one location:

Langley House  
Langley Drive  
Crawley  
West Sussex  
RH11 7TF

Opening hours are Monday to Friday 8am to 6.30pm except Wednesday when they are open until 8pm and 8am to 12.00 noon on Saturday.

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.leacroft.co.uk](http://www.leacroft.co.uk)