

The Croft Practice

Inspection report

The Croft Surgery Barnham Road
Eastergate
Chichester
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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

Inadequate



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced focused review at The Croft Practice on 8 December 2021 to assess compliance against two warning notices. The Croft Practice is currently rated inadequate overall. This review was not rated; therefore, the previous ratings remain unchanged.

We carried out an announced comprehensive follow up inspection of The Croft Practice between 13 and 16 July 2021. We found that insufficient improvements had been made. The practice was rated inadequate and was placed in special measures. In August 2021, we issued warning notices against Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance).

The full reports for previous inspections can be found by selecting the 'all reports' link for The Croft Practice on our website at www.cqc.org.uk.

Why we carried out this review

This focused review was carried out on the 8 December 2021 to confirm whether the practice was compliant with the warning notices issued in August 2021. This report only covers our findings in relation to the warning notices.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, considering the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections and reviews differently.

This review was carried out in a way which meant we did not have to spend any time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

Our findings

We based our judgement of the quality of care on what we found during this review.

At this review we found that improvements had been made and the practice was compliant with the two warning notices.

We found that:

- The practice had made improvements to way it recorded, acted on and shared the learning from significant events and complaints.
- Urgent issues identified from a health and safety audit undertaken in May 2021 had been acted on and there was an ongoing action plan that was being monitored.
- The practice had set up a patient participation group which met initially in December 2021.
- Appropriate action had been taken in relation to a medicine's safety alert.

Overall summary

- Records of staff vaccination were maintained in line with current Public Health England (PHE) guidance.
- Patients who had been identified as pre-diabetic had received appropriate reviews, care and treatment.

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

- Continue to embed systems for monitoring and acting on risks, significant events and complaints.
- Continue to develop the patient participation group and ensure patient views are used to help improve the service.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. A GP specialist advisor spoke with the registered manager using video conferencing facilities and completed remote clinical searches and records reviews.

Background to The Croft Practice

The practice provides general medical services to approximately 11,000 patients from its main surgery in Eastergate, near Chichester together with branch surgeries in Yapton and Walberton. We only visited The Croft surgery in Eastergate for this inspection.

The practice is situated within the Coastal West Sussex Clinical Commissioning Group (CCG) and delivers General Medical Services (This is part of a contract held with NHS England). The practice is part of a wider network of four local GP practices who work collaboratively to provide primary care services.

The practice population is spread over a largely rural area and serves all age groups, the majority of which are in line with national average. However, it does however have a higher than average proportion of its population over the age of 65 years compared to the rest of England. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than average for England.

According to the latest available data, the ethnic make-up of the practice area is 1.4% Asian, 97% White, 15%, 0.4% Black, and 1.7% Mixed.

There are three female partner GPs. The practice also employs a paramedic practitioner, one nurse practitioner, three practice nurses, one assistant practitioner and one health care assistant. There is a practice manager, two assistant practice managers and a team of administrative and reception staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at The Croft Practice.

Patients requiring a GP outside of normal working hours are advised to contact the NHS 111 service where they will be given advice or directed to the most appropriate service for their medical need.

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; maternity and midwifery services; family planning, and surgical procedures.