

Wadhurst Medical Group

Inspection report

Belmont Surgery
St. James Square
Wadhurst
East Sussex
TN5 6BJ
Tel: 01892 782121
www.belmontsurgerywadhurst.co.uk

Date of inspection visit: 17 June 2019
Date of publication: 06/08/2019

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 effective?

Good



Overall summary

We carried out an announced comprehensive inspection at Wadhurst Medical Group on 11 April 2018 as part of our inspection programme. The overall rating for the practice was Good, with a requires improvement rating for effective. The full comprehensive report on the November 2018 inspection can be found by selecting the 'all reports' link for Wadhurst Medical Group on our website at .

This inspection was an announced focused inspection carried out on 17 June 2019 to confirm that the practice had addressed the issues identified in requirement notice following the April 2018 inspection. A requirement notice had been issued against regulation 18 (staffing) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. This report covers our findings in relation to the requirements against regulation 18 (staffing).

This practice is rated as Good overall.

The key question at this inspection is rated as:

Are services effective? – **Good**

At this inspection we found:

- Improvements had been made to the management of staff training with the majority of staff up to date on their completion of mandatory training.

We also found that the practice had addressed areas we identified that they should address at our April 2018 inspection;

- They had reviewed and updated the fire risk assessment.
- They had removed reference to the dispensary within the controlled drug protocol.
- Complaint response letters now included the contact details of the ombudsman.
- Written records were stored securely.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

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

The inspection was led by a CQC inspector.

Background to Wadhurst Medical Group

Wadhurst Medical Group offers general medical services to people living and working in Wadhurst, Ticehurst and the surrounding area of East Sussex on the border of Kent. The current patient list is 8900. It is a practice with two GP partners (male and female) and four salaried GPs, one male and three female.

The practice also has a nurse practitioner, two practice nurses, three healthcare assistants and a team of receptionists and administration staff. Operational management is provided by the practice manager and two deputy practice managers.

The CQC registered managers are Dr Andrew Blackburn, Dr Catriona MacIver and Dr Andrew Sikorski. The Registered Activities are: diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder and injury.

Services are provided from the following addresses:

Belmont Surgery

St James Square

Wadhurst

TN56BJ

Ticehurst Surgery (Branch)

Newington Court

Pickford Lane

Wadhurst

East Sussex

TN5 7DJ

Only Belmont Surgery was visited during this inspection.

There are arrangements for patients to access care from an Out of Hours provider IC24. They can be accessed via the practice telephone outside the opening hours of 8.00am to 6.30pm Monday to Friday.

Data available to the Care Quality Commission (CQC) shows the percentage of patients over 65 years of age is higher than both clinical commissioning group (CCG) and national averages. Scores for income deprivation affecting both adults and children are below CCG averages and well below national averages.