

Cuckfield Medical Practice

Inspection report

Glebe Road
Cuckfield
Haywards Heath
West Sussex
RH17 5BQ
Tel: 01444 458738
www.cuckfieldmedicalpractice.co.uk

Date of inspection visit: 28 March 2019 to 28 March 2019
Date of publication: 29/05/2019

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 Cuckfield Medical Practice on 28 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 used information technology to support clinical staff to deliver high levels of care and treatment for patients.

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 an inspection manager.

Background to Cuckfield Medical Practice

Cuckfield Medical Practice is a practice offering general medical services to the population of Haywards Heath, West Sussex. There are approximately 11,134 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.

Cuckfield Medical practice is run by four partner GPs (Three female and one male). The practice is also supported by three female salaried GPs, a physician's associate, three practice nurses, two healthcare assistants, one phlebotomist, a care co-ordinator, a team of administrative and reception staff, and a practice manager.

Cuckfield Medical Practice is a teaching practice and hosts doctors and physicians associates undertaking training.

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 two locations:

Chuckfield Medical Practice (Main location)

Glebe Road, Cuckfield, Haywards Heath, West Sussex, RH17 5BQ

And

The Vale Surgery (Branch)

Bolding Way, Haywards Heath, West Sussex, RH16 4SY

Cuckfield Medical Practice is open from 8.00am to 6.30pm Monday to Friday. In addition the practice offers extended hours opening with appointments from 7.30am on Wednesdays at Cuckfield and 8.30am to 10.30am on Saturdays at the branch surgery.

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.cuckfieldmedicalpractice.co.uk