

Budleigh Salterton Medical Practice

Inspection report

1 The Lawn
Budleigh Salterton
Devon
EX9 6LS

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www.budleighsaltertonmedicalcentre.co.uk

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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 

Overall summary

During our previous inspection of Budleigh Salterton Medical Practice in September 2018 we found areas where the provider must make improvements. These were to ensure systems and process arrangements for child safeguarding were established and maintained, and ensure the process for checking expiry dates of emergency equipment is in place.

We carried out an announced focused follow up inspection on 26 March 2019 in order to check the required improvements had been made. We undertook the inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. On this inspection 26 March 2019 we found that the provider had made the required improvements.

The full comprehensive report on this location can be found by selecting the 'all reports' link for Budleigh Salterton Medical Centre on our website at www.cqc.org.uk.

The key question at this inspection is rated as:

Are services safe? – Good

Overall the practice is rated as Good.

Our key findings were as follows:

- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice learned from them and improved their processes. For example, there were

written flowcharts in place which provided clear guidance for staff to follow a safeguarding process. We found there was an up to date list of currently safeguarded children. Meeting minutes showed that cases had been regularly discussed at quarterly multi-disciplinary meetings and weekly practice meetings.

- The practice had embedded improvements made in the safe domain. For example, with regard to checking expiry dates of emergency equipment, we found that the practice now had a safe system in place, with regular checking recorded on a spreadsheet system.
- The safeguarding policy had been reviewed in January 2019. The practice lead GP for safeguarding was working with other East Devon practices to ensure consistency across the locality. GPs had attended safeguarding meetings regularly.
- We inspected emergency equipment and found it to be in order, with no expired items. Items which were due for replacement in the next three months had been highlighted on the new checking system and replacements already ordered. Checks on the oxygen cylinder had been documented 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 Care Quality Commission (CQC) lead inspector.

Background to Budleigh Salterton Medical Practice

This report relates to the regulatory activities being carried out at Budleigh Salterton Medical Centre which is situated in the coastal town of Budleigh Salterton in Devon. The practice is comprised of one site, the address of which is 1 The Lawn, Budleigh Salterton, Devon EX9 6LS. We visited this site during our inspection. The practice has a website which is located at www.budleighsaltertonmedicalcentre.co.uk

The deprivation decile rating for this area is four (with one being the most deprived and 10 being the least deprived). The practice provides a primary medical service to approximately 8,100 patients of a diverse age group. The 2011 census data showed that majority of the local population identified themselves as being White British.

There is a team of five GP partners, two female and three males; the partners are supported by one female salaried GP and one GP registrar. The whole-time equivalent is six and a half GPs. The GP team were supported by two practice managers, two practice nurses, four health care assistants and additional administration staff.

Patients using the practice also have access to health visitors, counsellors, carer support workers, district nurses, and midwives. Hospice care, midwives and community nurses were co-located at the practice. Other

health care professionals visited the practice on a regular basis. The practice provided a nurse and a health care assistant on a daily basis to the health hub based at the former local hospital.

The practice is open from 8am to 6.30pm Monday to Friday. Appointments are offered between those times. Extended hours are worked on a Wednesday from 7am until 8am and on Saturdays from 8.30am until 11.30am. Outside of these times patients are directed to contact the out of hour's service and the NHS 111 number. This is in line with local contract arrangements. Patients could also access the service online via eConsult.

The practice offers a range of appointment types including face to face same day appointments, telephone consultations and advance appointments (six weeks in advance) as well as online services such as repeat prescriptions.

The practice has a Primary Medical Services (PMS) contract with NHS England.

This report relates to the regulatory activities being carried out at the following site which we visited during our inspection:

The Lawn
Budleigh Salterton
Devon

EX9 6LS

Patients can request appointments at any of the sites mentioned above.

When the practice is closed and at weekends out of hours GP cover is provided, which patients can access via NHS 111.