

Saxonbrook Medical

Inspection report

Maidenbower Square
Maidenbower
Crawley
RH10 7QH
Tel: 01293450400
www.saxonbrook.net

Date of inspection visit: 23 March 2022
Date of publication: 28/04/2022

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

We carried out an announced follow up inspection at Saxonbrook Medical on 23 March 2022, because a breach of regulation was found at our previous inspection.

Following our previous inspection on 8 October and 24 October 2019, the practice was rated Good overall. However, they were rated as requires improvement for providing safe services. They were rated good for all remaining key questions. We issued a requirement notice for regulation 19 (fit and proper persons employed) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

Why we carried out this inspection

This inspection was a focused inspection to confirm whether the provider now met the legal requirements of regulations and to ensure enough improvements had been made.

How we carried out the inspection

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

This inspection was carried out in a way which enabled us to spend a minimum amount of 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
- Requesting evidence from the provider to review remotely and on site
- A short site visit

Our findings

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 for providing safe services, and the provider continues to be rated as Good overall.

We found that:

- The provider demonstrated they had taken action to address the areas we said they must improve on at our last inspection, and areas they should improve. The new management team were engaged and committed to improvements.

Overall summary

- The provider had an effective process to ensure Disclosure and Barring Service (DBS) checks or risk assessments were completed, as appropriate.
- The practice had conducted regular in-house fire risk assessments and any remedial actions requiring completion were monitored and documented.
- All staff, including receptionists, had received training and updated information relating to sepsis and serious illness.
- The provider had taken action to improve the uptake of cervical screening. They were confident that future performance data would reflect these actions.
- There was a training programme in place that ensured staff received appropriate learning and development opportunities. Staff received ongoing support from their management team, although formal appraisals had been delayed due to the pandemic.
- The provider had taken action to address aspects of underperformance in relation to the GP national patient survey. This was reflected in the indicators, that were now all in line with the England and clinical commissioning group averages.
- The patient participation group (PPG) engagement had increased. We received feedback from the chair of the PPG who told us they felt positive about the future of the PPG and the relationship with the practice.

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

- Continue to monitor and take action to improve uptake rates for cervical screening.
- Continue to deliver a programme of staff appraisals.

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.

Background to Saxonbrook Medical

Saxonbrook Medical is located in Crawley, West Sussex.

Maidenbower Square

Maidenbower

Crawley

West Sussex

RH10 7QH

The practice has a branch surgery at:

Northgate Surgery

Cross Keys House

14 Haslett Avenue West

Crawley

West Sussex

RH10 1HS.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures. These are delivered from both sites.

The practice offers services from both a main practice and a branch surgery. Patients can access services at either surgery.

The practice is situated within the Crawley Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 19,094. This is part of a contract held with NHS England.

The practice is part of a wider network with other GP practices in the area.

Information published by Public Health England shows that deprivation within the practice population group is in the second highest decile (eight of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 81.6% White, 12.4% Asian, 2.6% Mixed, 2.5% Black, and 0.9% Other.

There is a team of nine GPs who provide cover at both practice sites. The practice also employs four practice nurses, three health care assistants, two paramedic practitioners and three physician associates. There is a management team who manage all business aspects of the practice. The practice is supported by a team of receptionists and administrative 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 a choice of either the main GP location or the branch surgery.

More information in relation to the practice can be found on their website: saxonbrook.net/