

Lyndhurst Medical Centre

Inspection report

41 Lyndhurst Road
Bexleyheath
Kent
DA7 6DL
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Lyndhurst Medical Practice on 8 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 requires improvement overall, requires improvement for providing safe and well led services and good for providing effective, caring and responsive services.

We have rated it as good for all of the population groups.

We found that:

- There was a lack of oversight for the management of infection control, and infection control audits were not routinely carried out.
- Safety netting for the monitoring of high risk medicines was not in place.
- Printer prescriptions were not tracked and not all prescribers were aware of the guidance within the repeat prescribing policy.
- Action in relation to safety alerts was not always recorded.
- Risk assessments were not consistently carried out and not all risks were mitigated.
- Confidentiality at the reception desk was not always maintained.

- 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.
- Services were tailored to meet the needs of individual patients. They were delivered in a flexible way that ensured choice and continuity of care.
- Staff felt supported by leaders within the practice.

The areas where the provider must make improvements are:

- Ensure that care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please refer to the requirement notice section at the end of the report for more detail).

In addition, the provider **should**:

- Improve confidentiality at the reception desk.

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 and a practice manager specialist adviser.

Background to Lyndhurst Medical Centre

Lyndhurst Medical Centre is located at 41 Lyndhurst Road, Bexleyheath Kent, DA7 6DL. The service is provided in a purpose-built building on one level in a residential area. Further information about the practice can be found by visiting their website, .

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

Lyndhurst Medical Centre is situated within the NHS Bexley Clinical Commissioning Group (CCG) and provides services to approximately 9,250 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The practice has two full time and one part time GP partners, four salaried GPs and one GP registrar. There was a combination of male and female GPs. The practice employed a clinical pharmacist, a paramedic, a nurse practitioner, three practice nurses and a healthcare assistant (female). There was a business manager and a range of reception and administrative staff.

There are a lower than average number of patients under the age of 18, and a higher number of patients aged over 65 than the local and national averages. The proportion of patients over the age of 75 is more than 3% higher than national and local averages. Information published by Public Health England, rates the level of deprivation within the practice population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy is similar to local and national averages. A higher than average proportion of patients had a long-standing health condition and there were lower than average proportion of unemployment and working age patients.

The practice provides a range of services including maternity care, childhood immunisations, chronic disease management and travel immunisations.

The practice is open from 8am to 6.30pm Monday to Friday. The practice also provides extended hours between 7am and 8am on a Tuesday, Wednesday and Thursday morning.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>How the regulation was not being met. The provider had failed to ensure the proper and safe management of medicines. In particular: Gaps in oversight of the monitoring of high risk medicines meant that not all patients received monitoring in a timely way prior to their prescription being issued. Prescribers did not all have an understanding of the practice repeat prescribing policy. There was no internal tracking of printer prescriptions within the practice. Actions in response to safety alerts were not recorded. There was no assessment of the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated. In particular: there was no clear leadership of infection control and audits had not been carried out. This was in breach of regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met: The registered person had systems or processes in place that were operating ineffectively in that they failed to enable the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk. In particular: There was no legionella or liquid nitrogen risk assessments.</p> <p>This was in breach of regulation 17 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>