

Seaforth Farm Surgery

Inspection report

Vicarage Lane
Hailsham
BN27 1BH
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www.seaforthfarm.org.uk

Date of inspection visit: 29 October 2020
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Overall summary

We carried out an announced focussed inspection at Seaforth Farm Surgery on 29 October 2020 with further remote access inspection activity on 4 November 2020, 25 November 2020 and 26 November 2020. This was in response to concerns raised about the safety of medicine management at this practice.

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.

Our key findings were as follows:

- At this inspection we identified some concerns around clinical governance.
- Systems were not in place to provide formal clinical support to staff.
- Clinical records did not always demonstrate that patients were fully assessed.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way to patients.
- Ensure staff receive appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform

(Please see the specific details on action required at the end of this report).

The areas where the provider should make improvements are:

- Keep the workforce and staff skill mix under review to meet the access and care and treatment needs of the practice population.
- Keep the significant event analysis process under review to demonstrate all potential learning has been captured and shared.

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	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team consisted of a CQC lead inspector, a member of the CQC medicines optimisation team on site and a CQC GP specialist advisor working remotely.

Background to Seaforth Farm Surgery

Seaforth Farm Surgery offers general medical services to people living and working in Hailsham and the surrounding villages. The current patient list is approximately 11,500. It is a practice with three partners two of whom are GP partners (female) and a clinical pharmacist partner (male). The practice is also supported by an associate/salaried GP who is female and locum GPs. Seaforth Farm Surgery is a training practice, so it takes supernumerary registrars who are qualified doctors completing their specialist training as GPs.

The practice has one advanced nurse practitioner, a nurse prescriber, four practice nurses, one paramedic practitioner, two healthcare assistants and a team of receptionists and administration staff. Operational management is provided by the practice manager.

The provider is registered to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Family planning services
- Maternity and midwifery services
- Surgical procedures
- Diagnostic and screening procedures

Services are provided from the following addresses:

Seaforth Farm Surgery (Main surgery), Vicarage Lane, Hailsham, East Sussex, BN27 1BH

and

Vicarage Field Surgery (Branch), Vicarage Field, Hailsham, East Sussex, BN27 1BE

We did not visit the branch during this inspection.

Patients requiring a GP outside of normal working hours are advised to contact the NHS 111 service where they will be given advice or directed to the most appropriate service for their medical need.

For further details please see the practice website; www.hailshammedicalgroup.org.uk

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 were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Surgical procedures Treatment of disease, disorder or injury Maternity and midwifery services	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>There was no proper and safe management of medicines. In particular:</p> <p>Repeat prescribing was not always supported by follow up blood tests and patient records did not always demonstrate risks were fully considered when prescribing and providing care and treatment.</p> <p>Not all nurses had been designated in writing to work under the Patient Group Directions.</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 18 HSCA (RA) Regulations 2014 Staffing</p> <p>The provider had not ensured staff receive such appropriate support, training, professional development, supervision and appraisal as is necessary to enable them to carry out the duties they are employed to perform</p> <p>In particular; there was no provision of suitable and appropriate clinical supervision for non-medical prescribers, paramedics and nurses.</p>