

Lingfield Surgery

Inspection report

East Grinstead Road
Lingfield
Surrey
RH7 6ER
Tel: 01342 836327
www.lingfieldsurgery.nhs.uk

Date of inspection visit: 24 April 2019
Date of publication: 14/06/2019

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 focused inspection at Lingfield Surgery on 24 April 2019 as part of our inspection programme.

At the last inspection in May 2018 we rated the practice as requires improvement for providing safe services because:

- Safety alerts were not always documented, discussed and lessons learnt.
- The risks to vulnerable patients registered at the practice were not always recorded, monitored and actioned.
- The systems and processes to monitor, maintain and dispose of medical and cleaning supplies were not always effective.
- There was a risk of electrical supply failure to the vaccine refrigerator and the maintenance of equipment used for checking the temperature was not in line with guidance.
- Not all staff roles were covered for periods of absence, including holidays, sickness and busy periods.

We also found areas where the provider should make improvements:

- Strengthen the guidance provided for reception staff to include identification of symptoms for potentially seriously ill patients, such as sepsis.
- Strengthen the guidance provided to all clinical staff to include information on the location of care plans on the practice computer system.
- Review the facilities provided and ensure all reasonable adjustments are made, including that all patients can raise an alarm if they require assistance.

We based our judgement of the quality of care at this service is 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.

Overall the practice continues to be rated as good and is now good in the safe domain.

Details of our findings

At this inspection we found:

- There were processes to identify, understand, monitor and address current and future risks including risks to patient safety. The practice fully recorded, investigated and acted on safety alerts. Actions were taken to improve safety and lessons were learned.
- The practice had processes in place to make sure vulnerable patients were monitored, and appropriate actions were completed as a result of any concerns.
- The practice had systems to monitor, maintain and dispose of medical and cleaning supplies. They had developed a room-specific recording log for every clinical room, to ensure the correct supplies were available to clinicians.
- Vaccines were appropriately stored and monitored to ensure they remained safe and effective.
- Additional staff were being or had been trained for roles to make sure they were covered for periods of absence. Staff were consistently positive about the changes to their roles and responsibilities.
- The practice had resolved concerns relating to the guidance provided to staff. An emergency assistance alarm had also been installed.

Dr Rosie Benneyworth BM BS BMedSci MRCGP
Chief Inspector of Primary Medical Services and Integrated Care

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

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 was completed by a CQC inspector

Background to Lingfield Surgery

Lingfield Surgery is located from East Grinstead Road Lingfield Surrey RH7 6ER. The practice has good transport links and there is a pharmacy nearby.

Lingfield Surgery is registered with the CQC to provide the regulated activities; Treatment of disease, disorder or injury; Surgical procedures; Diagnostic and screening procedures; Maternity and midwifery services and Family planning.

Lingfield Surgery is situated in a semi-rural area of the NHS East Surrey Clinical Commissioning Group (CCG) and provides services to 10,541 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community. The practice also provides care and treatment for the residents who are registered at the practice and who live in nearby care homes, which serve individuals with a diagnosis of dementia or who have nursing care needs. The practice runs a number of services for its patients including; family planning, chronic disease management, health checks and travel vaccines and advice.

There are three GP partners and four salaried GPs (three male, four female). There are four practice nurses and one phlebotomist. GPs and nurses are supported by the practice manager, an operations manager and a team of reception/administration staff.

Data available to the Care Quality Commission (CQC) shows the number of patients from birth to 18 years old served by the practice is comparable to the national average. The number of patients aged 85 years and over is slightly above the national average. The National General Practice Profile states that 97% of the practice population is from a white background with a further 3% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 81 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

Lingfield Surgery is open from Monday to Friday between 8:30am and 6:30pm. Between 8.00am and 8.30am and between 12.00pm and 2.00pm the telephones are accessible for emergencies but not routine calls. Extended hours appointments are offered every Tuesday and Thursday morning from 7:20am to 8:30am.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hour's service by calling the surgery or viewing the practice website (www.lingfieldsurgery.nhs.uk)