

# Buckland Medical Practice

## Inspection report

Buckland Medical Centre,  
Brookfield Place, Buckland Avenue,  
Dover  
Kent  
CT16 2AE  
Tel: 01304 206353

Date of inspection visit: 08/01/2019  
Date of publication: 01/03/2019

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?

Requires improvement 

# Overall summary

We carried out an announced comprehensive inspection at Buckland Medical Practice on 22 May 2018. The overall rating for the practice was inadequate and the practice was placed in special measures for a period of six months. The full comprehensive report for the May 2018 inspection can be found by selecting the 'all reports' link for Buckland Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was undertaken following the period of special measures and was an announced comprehensive inspection on 8 January 2019. Overall the practice is now rated as good. The practice still requires improvement in the well led domain.

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 found that:

- The practice had made a number of significant changes to improve the service at their main and branch sites as a result of the previous CQC inspection.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients told us they had confidence in both clinical and administrative staff and valued their personalised care.
- Patients received effective care and treatment that met their needs.
- The practice dealt with patients with kindness and respect, they were sensitive to individual needs and preferences 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.
- Staff were committed and proud of their achievements.
- The practice delivered high-quality and person-centre care.
- The practice acknowledged improvements were required to further strengthen their governance systems.

We found breaches of regulation 17 requiring the provider to:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

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

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by the service.

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a CQC GP specialist advisor, a CQC specialist advisor paramedic (for training and development opportunities) and a CQC specialist advisor practice manager.

## Background to Buckland Medical Practice

Buckland Medical Practice is located in Dover, Kent and has a branch surgery, The Tara. It is located in St. Margaret's Bay and includes a dispensary for patients on their practice list who lived more than one mile (1.6km) from their nearest pharmacy. The Tara is approximately 5.4 miles away from the main surgery or 14 minutes by car. Jointly the surgeries have approximately 4,000 registered patients.

The practice holds a general medical services contract with NHS England to deliver primary medical services to the local community. The practice staff consists of two male GPs and two female GPs, two practice nurses (female), two health care assistants (female). The GPs and nurses are supported by a practice manager and a team of administration and reception staff.

Buckland Medical Practice is open between 8am and 18:30pm. The Tara is open daily with appointment times varying Monday to Friday. The practice does not offer extended hours appointments but has an agreement to offer patients appointments at Peter Street Surgery in Dover until 8.15pm every Wednesday or the Buckland Medical Hospital Hub in Dover seven days a week.

The practices are registered to carry out the following registered activities;

- Treatment of disease, disorder and injury
- Diagnostic and screening procedures
- Midwifery services
- Surgical procedures

The practice is currently registering the practice to provide family planning services.

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 Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance  We found a lack of systems and processes established and operated effectively. In particular we found: There was a reliance on the professionalism of individuals as opposed to established and effective processes to demonstrate assurance. Practice meeting minutes lacked evidence of accountability. The practice did not employ a consistent process for their management of medicine alerts. This was in breach of Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.