

# Hove Medical Centre

## Inspection report

West Way  
Hove  
East Sussex  
BN3 8LD  
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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

Good 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Hove Medical Centre on 27 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 good overall and good for all population groups.**

We found that:

- There were systems within the practice to assess, manage and mitigate risks.
- Patients received effective care and treatment that met their needs. There was evidence of improved patient outcomes.
- Staff training was monitored and training completion rates were high.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had made changes to the appointment system so that more appointments were available on the day. There was evidence of positive patient feedback about this.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- There was positive patient feedback with references to improvements being made.
- The way the practice was led and managed to promote the delivery of high-quality, person-centre care.

- There was no risk assessment of emergency medicines stored within the practice. The emergency medicines did not include a diuretic for the treatment of heart failure and there was no clear rationale for this.
- There was no log of safety alerts to record action taken in response to the alert. We saw evidence of alerts that practice staff had not been aware of.
- A significant event log and meeting minutes did not contain adequate detail to ensure ongoing monitoring of improvements and the identification of trends.
- GP patient survey results showed that the practice was below average in relation to patients feeling listened to and treated with care and concern. However, there was some evidence of improvement to patients' general experience at the practice.

The areas where the provider **must** make improvement is:

- Ensure care and treatment is provided in a safe way to patients.

In addition, the provider **should**:

- Continue to work to improve areas of patient satisfaction such as in relation to patients feeling listened to and treated with care and concern.
- Review how significant events are recorded, including the amount of detail, to ensure that enough information is collated to support the review of events and the identification of trends.

**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

<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 GP specialist adviser and a practice manager specialist adviser.

## Background to Hove Medical Centre

Hove Medical Centre is located at West Way, Hove, East Sussex, BN3 8LD. The service is provided in a purpose built premises across two floors.

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

Hove Medical Centre is situated within the Brighton and Hove Clinical Commissioning Group (CCG) and provides services to approximately 9,100 patients under the terms of a general medical services (GMS) contract.

The practice has five GP partners and one salaried GP (male and female). The practice employs a female nurse practitioner, four female nurses and two female healthcare assistants. There is a practice business manager, deputy managers and a range of reception and administrative staff.

The practice is a training practice for GP registrars (qualified doctors who are undergoing further specialist GP training), medical and nursing students, paramedics, pharmacists and physician associates.

There are higher than average number of patients over the age of 65 and a higher than average number of patients aged under 18 than the local and similar to the national average. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 79 years compared to the national average of 79 years. Female life expectancy is 84 years compared to the national average of 83 years.

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	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met.</b></p> <p>The registered persons had not done all that was reasonably practicable to mitigate risks to the health and safety of service users receiving care and treatment. In particular:</p> <p>There was no record of action taken in relation to safety alerts and not all staff were aware of all of the alerts.</p> <p>There was no risk assessment for emergency medicines within the practice.</p> <p>This was in breach of regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	