

High Glades Medical Practice

Inspection report

9A Upper Church Road
St Leonards on Sea
Hastings
East Sussex
TN37 7AT

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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 effective?

Good 

Overall summary

We carried out an announced comprehensive inspection at High Glades Medical Practice on 22 and 23 January 2019. The overall rating for the practice was good. The full comprehensive report on the January 2019 inspection can be found by selecting the 'all reports' link for High Glades Medical Practice on our website at www.cqc.org.uk.

After our inspection in January 2019 the practice wrote to us with an action plan outlining how they would make the necessary improvements to comply with the regulations.

This inspection was an announced focussed follow-up inspection carried out on 31 January 2020 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspections on 22 and 23 January 2019. This report covers findings in relation to those requirements.

Overall the practice is now rated as Good.

The key question at this inspection is rated as:

Are services effective? – Good.

At this inspection we found:

- The practice had made security improvements so that only authorised persons were able to access staff only areas of the premises.
- We saw that all patient group directions were being kept up to date.

- Medicines that required refrigeration were now being stored in line with Public Health England guidance at all times.
- The practice had worked with the local Clinical Commissioning Group to reduce the prescribing of hypnotics.
- The practice had made improvements to their performance (significantly so in some cases) when caring for patients with long-term conditions as well as patients with poor mental health.
- The practice had enhanced systems so that they were able to identify and follow up children living in disadvantaged circumstances and who were at risk.

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

- Continue to reduce the prescribing of hypnotics where appropriate.
- Continue to implement and monitor actions to improve performance for diabetes and hypertension indicators.

Dr Rosie Benneyworth MB BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Population group ratings

People with long-term conditions

Good



People experiencing poor mental health (including people with dementia)

Good



Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team also included a GP Specialist Adviser.

Background to High Glades Medical Practice

- The registered provider is Sydenham House Medical Group which is a primary care at scale organisation that delivers general practice services at seven registered locations in England.
- High Glades Medical Practice is located at 9A Upper Church Road, St Leonards on Sea, Hastings, East Sussex, TN37 7AT. The practice has a general medical services contract with NHS England for delivering primary care services to the local community. The practice website address is www.highgladesmedicalcentre.nhs.uk.
- As part of our inspection we visited High Glades Medical Practice, 9A Upper Church Road, St Leonards on Sea, Hastings, East Sussex, TN37 7AT where the provider delivers regulated activities. The provider also delivers regulated activities from Silver Springs Medical Practice, Beaufort Road, St Leonards on Sea, East Sussex, TN37 6PP.
- High Glades Medical Practice has a registered patient population of approximately 17,000 patients. The practice is located in an area with a higher than average deprivation score.
- There are arrangements with other providers (IC24) to deliver services to patients outside of the practice's working hours.
- The practice staff consists of three GP partners (two male and one female), two salaried GPs (both female), one locum GP employed via an agency (female), one GP Registrar (female), one practice manager, three nurse practitioners (all female), five practice nurses (all female), two paramedic practitioners (one male and one female), three healthcare assistants (all female) as well as one pharmacy technician, reception and administration staff. Practice staff are also supported by the Sydenham House Medical Group management team.
- High Glades Medical Practice is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; treatment of disease, disorder or injury; surgical procedures.