

Oxted Health Centre

Inspection report

10 Gresham Road
Oxted
Surrey
RH8 0BQ
Tel: 01883 734000
www.oxtedhealthcentre.co.uk

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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?

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 Oxted Health Centre on 28 March 2019 as part of our inspection programme.

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

- Patient Group Directions, adopted by the practice to allow nurses to administer medicines in line with legislation, were not always completed correctly.
- Significant events and external safety alerts were not always thoroughly recorded, investigated and acted upon.

We also found areas where the provider should make improvements:

- Review and improve recording practices for documenting reasons for rejected prescription requests.
- Review and strengthen the methods for receiving and acting on staff feedback.

At this inspection, we found that the provider had satisfactorily addressed all of these areas.

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:

- The practice had systems to make sure staff had appropriate authorisation to administer medicines. All patient group directions had been completed correctly and in line with legislation.
- 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 significant events and safety alerts. Actions were taken to improve safety and lessons were learned.
- The practice was fully aware of prescription issues, including that they kept up to date with local changes that affected the practice. They were clearly recording reasons for rejected prescriptions.
- Staff felt supported by the practice and they were encouraged to speak up about concerns or suggest ideas for improvement. They were happy with the level of communication at the practice and said it was an open and friendly culture.

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 Oxted Health Centre

Oxted Health Centre is located 10 Gresham Road, Oxted, Surrey, RH8 0BQ. The practice has good transport links and there is a pharmacy nearby.

Oxted Health Centre 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.

Oxted Health Centre is situated in a semi-rural area of the NHS East Surrey Clinical Commissioning Group (CCG) and provides services to 16,300 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. The practice shared their premises with other services including health visitors, smoking cessation, wellbeing services, and an ultrasound service.

There are six GP partners and three salaried GPs (four male, five female). There are five practice nurses, two health care assistants and two phlebotomists. The

practice had also recently employed a pharmacist and urgent care practitioner. GPs and nurses are supported by the practice manager, an IT 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 96% of the practice population is from a white background with a further 4% 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 ten, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 82 years compared to the national average of 79 years. Female life expectancy is 85 years compared to the national average of 83 years.

Oxted Health Centre is open from Monday to Friday between 8:30am and 6:30pm. Extended hours appointments are offered every Monday, Tuesday and Wednesday evening from 6:30pm to 7:30pm and on Tuesday mornings from 7am to 8am.

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