

Sidley Medical Practice

Inspection report

Sidley Surgery
44 Turkey Road
Bexhill On Sea
East Sussex
TN39 5HE
Tel: 01424230025
www.sidleysurgery.co.uk

Date of inspection visit: 14 August 2018
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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



Overall summary

This practice is rated as Good overall. (Previous rating February 2018 – Good)

The key questions at this inspection are rated as:

Are services safe? – Good

Are services effective? – Not inspected on this occasion

Are services caring? – Not inspected on this occasion

Are services responsive? – Not inspected on this occasion

Are services well-led? - Not inspected on this occasion

We carried out an announced comprehensive inspection at Sidley Medical Practice on 09 January 2018. The overall rating for the practice was good. The practice was also rated good for the effective, caring, responsive and well-led domains and all the population groups. It was however rated as requires improvement for providing safe services. The full comprehensive report on the January 2018 inspection can be found by selecting the 'all reports' link for Sidley Medical Practice on our website at www.cqc.org.uk

After the inspection in January 2018 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 focused inspection carried out on 14 August 2018 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 inspection on 09 January 2018. This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

At this inspection our key findings were:

The practice had introduced a system to help ensure that an explanation of any anomalies in fridge temperatures, and any actions taken, were recorded.

The system for checking and recording the expiry dates of emergency medicines had been reviewed and improved. All emergency medicines we checked were within their expiry dates.

Additionally, we saw that:

The practice was in the process of introducing a system that would allow them to record online and face to face training in one place.

Changes had been made to recruitment processes that ensured the practice obtained explanations of periods of gaps in employment from applicants.

All patients had a named accountable GP and access to the full range of services offered by the practice including online services.

Changes had been made to the systems and processes involved in chronic disease management (including mental health).

The practice showed us evidence (not yet verified by the CQC data team) that they were meeting the 90% target for all childhood immunisations.

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

Consider making all operational documents readily accessible to all appropriate staff.

Review and improve the systems for checking emergency equipment to help ensure out of date items are removed in a timely manner.

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

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

Our inspection team

Our inspection team consisted of a CQC lead inspector and a CQC second inspector.

Background to Sidley Medical Practice

The registered provider is Sidley Medical Practice. Sidley Medical Practice provides general medical services to approximately 15,500 patients and operates from two sites in Bexhill on Sea. These are known as Sidley Surgery, a purpose-built premise in a residential area with a link to an adjacent pharmacy, and Albert Road Surgery that is located in the town centre and based in a converted residential property. The practice has a General Medical Services (GMS) contract with NHS England. (GMS is one of the three contracting routes that have been available to enable

Overall summary

commissioning of primary medical services). The practice is part of the NHS Hastings and Rother Clinical Commissioning Group. The practice list is currently closed to new patients.

Patients can access services provided from either location:

Sidley Surgery, 44 Turkey Road, Bexhill-on-Sea, East Sussex, TN39 5HE.

or

Albert Road Surgery, 24 Albert Road, Bexhill-on-Sea, East Sussex, TN40 1DG.

Only Sidley Surgery was visited at this inspection.

When the practice is closed patients are asked to contact NHS 111 who will direct them to the appropriate out of hours service.

The practice is located in an area that is considered to be slightly more deprived than the national average. People living in more deprived areas tend to have greater need for health services. Statistically, this practice area has a higher number of people with a long-standing health condition when compared to the national average and the number of people suffering income deprivation is higher than the national average.

This practice serves a higher than average number of patients who are aged over 65 years when compared to the national average. The number of patients aged from birth to 18 years is slightly lower than the national average.

There are six GP partners (three female and three male), three salaried GPs (two female, one male) as well as two postgraduate doctors in training (add sexes of these doctors here).

In addition, there are nine members of the nursing team; six practice nurses (one male, five female), an associate practitioner (female), two health care assistants (all female) and a clinical pharmacist. There is a senior management team overseeing day to day operations. This includes a senior GP partner, a practice manager, a deputy practice manager an assistant practice manager and three other managers as well as administration and reception staff.

Sidley 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; surgical procedures; treatment of disease, disorder or injury.

See the practice website for further information at www.sidleysurgery.co.uk

Are services safe?

We rated the practice as good for providing safe services.

At our previous inspection on 09 January 2018, we rated the practice as requires improvement for providing safe services as:

- The registered person did not do all that was reasonably practicable to assess, monitor, manage and mitigate risks to the health and safety of service users.

These arrangements had improved when we undertook a follow up inspection on 14 August 2018. The practice is now rated as good for providing safe services.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines.

- Records showed that medicines requiring refrigeration were stored securely and in line with national guidance.
- The practice had changed its process for checking and recording the expiry dates of emergency medicines. Records showed that emergency medicines were checked regularly. All emergency medicines that we checked were within their expiry date.

We did however note that one set of defibrillator pads were beyond their expiry date.

Please refer to the evidence tables for further information.