

# The White Cliff Medical Centre

## Inspection report

143-145 Folkestone Road

Dover

Kent

CT17 9SG

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[www.whitecliffsmedicalcentre.co.uk](http://www.whitecliffsmedicalcentre.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



# Overall summary

The key question is rated as:

Are services safe? – good

We carried out an announced inspection at White Cliffs Medical Centre on 28 November 2017. During the inspection we found improvements were required in the practices systems and processes to ensure the timely and appropriate management of children at risk and the consistent actioning of historical medicine alerts.

At this inspection on 5 June 2018 we found:

The practice had revised their safeguarding procedures. They maintained a comprehensive register of vulnerable children and worked with partner services to understand and manage the risks to them.

The practice had strengthened their governance systems for the management of medicines. The practice had reviewed historical medicine alerts to ensure all patients who may be adversely affected had been appropriately reviewed and their clinical record endorsed. We found medicine alerts were discussed during meetings and actions had been taken in response to changes in guidance.

## Population group ratings

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a CQC Medicine Management inspector.

## Background to The White Cliff Medical Centre

White Cliffs Medical Centre is located in the south of Kent and has a branch surgery, Shepherdswell, Mill Lane, Shepherdswell, Kent CT15 7QQ with a dispensary. The branch practice is 7.3 miles away and takes 17 minutes in a car from the main surgery in Dover, Kent. Both sites have onsite parking facilities.

The practice has approximately 8500 registered patients and serves a deprived and culturally diverse community.

The practice is owned and managed by three male GPs in partnership. They are supported by a female locum GP, a nurse prescriber, three practice nurses, two healthcare

assistants, a practice manager and administrative team, all are female. The dispensary team operating from Shepherdswell branch surgery consists of three dispensers and a receptionist.

The practice website is [www.whitecliffsmedicalcentre.co.uk](http://www.whitecliffsmedicalcentre.co.uk)

The practice provides services from;

- White Cliffs Medical Centre 143 Folkestone Road, Dover, Kent CT17 9SG
- Shepherdswell, Mill Lane, Shepherdswell, Kent CT15 7QQ and has a dispensary.

# Are services safe?

**We rated the practice, and all of the population groups, as good for providing safe services.**

## **Safety systems and processes**

The practice had clear systems to keep patients safe and safeguarded from abuse.

- The practice had an appointed safeguarding GP lead. They maintained a current register of children at risk and had flagged the patients' records for the information of clinicians. The practice had recorded the date the child was placed on the register so clinicians knew the risks were current. We found the practice spoke regularly and met formally monthly with other health and social care professionals to monitor the progress of the vulnerable children.
- The practice were able to provide illustrative examples of how they had escalated concerns and were mitigating the risks to children in partnership with other services. The practice had a policy and followed up on patients on child protection plans who failed to attend appointments with the practice and secondary care.

## **Information to deliver safe care and treatment**

Staff had the information they needed to deliver safe care and treatment to patients.

- There was a system for receiving and acting on safety alerts. The practice had maintained a record of all alerts received and actions taken in response to them. The practice learned from external safety events as well as patient and medicine safety alerts. The practice had reviewed and endorsed clinical records in response to historical safety alerts.
- We reviewed clinical meeting minutes from January 2018 and May 2018. We saw medicine alerts had been discussed actions taken; dates given for completion, and confirmation that risks had been appropriately mitigated. This included reminding clinicians to check if patients were taking non-prescribed medicines that could present side effects.
- The practice had revised their management of the dispensary. They told us they valued the support they had received from their dispensary team at Shepherdwell (the branch surgery). They informed the medicine management lead of any recent changes to guidance and any patients they believed would benefit from an additional review.