

Selden Medical Centre

Inspection report

Selden Medical Centre
Worthing
West Sussex
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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 comprehensive inspection at Selden Medical Centre on 29 May 2019 as part of our inspection programme.

At our last inspection in July 2018 we rated the practice as requires improvement overall. Specifically, we said they must:

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.
- Ensure patients are protected from abuse and improper treatment.

We also found areas where the provider should make improvements:

- Put a system in place to ensure the ongoing registration of clinical staff is checked and regularly monitored.
- Continue to implement measures to improve telephone access and appointment availability.
- Provide awareness training for all staff on the 'red flag' sepsis symptoms that might be reported by patients and how to respond.
- Improve the identification of carers so that they can be offered appropriate support.
- Implement a programme of continuous improvement.

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

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.

Overall this practice is now rated as good and good for all population groups.

We rated the practice **good** for providing safe, effective, caring, responsive services and well led services because:

- Learning from significant events and complaints was used and shared effectively to make improvements.
- Risks to patients, staff and visitors were assessed, monitored and managed in an effective manner.

- The practice reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence based guidelines.
- Practice performance against the quality and outcomes framework indicators showed that practice performance had improved in areas where it had previously been underperforming, for example for patients suffering with dementia.
- Staff involved and treated patients with compassion, kindness, dignity and respect.
- Patient feedback was positive about the care and treatment the provided.
- Arrangements were in place to ensure appropriate standards of cleanliness and hygiene were maintained.
- There was a patient participation group in place who told us that they had seen improvements within the practice. They told us the practice listened to patient views and acted on them, for example in relation to the appointments system.
- Staff were positive about working in the practice and felt valued and supported by the new leadership. They had access to essential training and were encouraged to develop in their roles.

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

- Continue to monitor and improve performance against the quality and outcomes framework indicators for asthma, chronic obstructive pulmonary disease (COPD), hypertension and mental health.
- Continue to monitor and improve patient satisfaction in key areas such as having confidence and trust in the healthcare professionals.
- Ensure outstanding actions from the fire risk assessment are implemented.
- Improve the uptake for cervical screening to ensure at least 80% coverage in line with the national target.
- Improve the identification of carers so that they can be offered appropriate support.

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 team was led by a Care Quality Commission (CQC) lead inspector. The team included a CQC inspection manager, a GP specialist adviser and a practice manager specialist adviser.

Background to Selden Medical Centre

Selden Medical Centre provides general medical services to the population of Worthing. There are approximately 8,400 registered patients.

The practice is run by an individual GP who employs two salaried GPs. One GP is male, and two are female. The practice employs one practice nurse, one nurse prescriber, two health care assistants, a team of receptionists, administrative staff and an operations manager.

The practice is registered to provide the regulated activities of diagnostic and screening procedures; treatment of disease, disorder and injury; maternity and midwifery services; family planning; and surgical procedures.

The age profile of the practice is mainly in line with the local clinical commissioning group (CCG) average. However, it has a lower number of patients who are aged 65 years and over compared to the CCG average (practice 19%, CCG 26%). The National General Practice Profile states that 90% of the practice population is from a white background with a further 10% 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 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 76 years compared to the England average of 79 years. Female life expectancy is 81 years compared to the England average of 83 years.