

# Ifield Medical Practice

## Inspection report

Lady Margaret Road  
Ifield  
Crawley  
RH11 0BF  
Tel: 01293596563  
www.ifieldmedicalpractice.co.uk

Date of inspection visit: 8 December 2021  
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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?

Requires Improvement 

Are services effective?

Good 

# Overall summary

We carried out an announced inspection at Ifield Medical Practice on 29 November 2021, 30 November 2021 and 7 December 2021. We carried out a visit to the premises on 8 December 2021. Overall, the practice is rated as Good.

Safe – Requires improvement

Effective - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Ifield Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Why we carried out this inspection.**

This inspection was a focused inspection in response to concerns. The ratings for providing caring and responsive services and the overall rating of Good were carried over from the previous inspection in December 2018.

## **How we carried out the inspection**

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A shorter site visit

## **Our findings**

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.

## **We have rated this practice as Good overall.**

We found that:

- In most instances the practice provided care in a way that kept patients safe and protected them from avoidable harm. However, some areas of practice, for example; responding to emergency situations required further action.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.

# Overall summary

- The practice recruitment systems kept people safe. However, records of staff immunisations had not been maintained for non-clinical staff.
- The practice had safeguarding systems in place to protect patients from harm.
- The security of prescriptions and smartcards were not always maintained.

We found one breach of regulations. The provider **must**:

- Ensure that care and treatment is provided in a safe way.

The provider **should**:

- Continue to keep under review and complete the recall programme for patients requiring blood pressure checks and ensure patients are appropriately coded on the practice systems to reflect their documented care and treatment.
- Keep the staff supervision and appraisal system under review to ensure appropriate and timely support is provided.
- Continue to monitor the provision and promotion of cervical screening services.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. The inspection included a second inspector who spoke with staff using video conferencing facilities and attended site visit.

## Background to Ifield Medical Practice

Ifield Medical Practice is located at Lady Margaret Road, Ifield, Crawley, West Sussex, RH11 0BF.

Ifield Medical Practice 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

Family planning.

The practice is situated in the NHS Crawley Horsham and Mid Sussex Clinical Commissioning Group (CCG) and provides services to approximately 9,900 patients under the terms of a general medical services (GMS) contract. The practice runs a number of services for its patients including; sexual health advice and family planning, chronic disease management, smoking cessation, health checks and travel vaccines and advice.

Information published by Public Health England shows that deprivation within the practice population group is in one of the mid-range deciles (6). The lower the decile, the more deprived the practice population is relative to others.

There is a team of six GP partners, three male and three female. The practice has a team of a practice nurse and healthcare assistants. The GPs are supported at the practice by a practice manager, patient services and administration teams.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, GP appointments were a mix of telephone consultations and face to face consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Out of hours services are provided by NHS 111.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided information on how to access an out of hour's service by calling the surgery or viewing the practice website ([www.ifieldmedicalpractice.co.uk](http://www.ifieldmedicalpractice.co.uk))

This section is primarily information for the provider

# Requirement notices

## Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>The provider did not ensure safe care and treatment. In particular:</b></p> <ul style="list-style-type: none"><li>• Staff providing reception and telephone answering services did not all have guidance and training to recognise patients who were acutely unwell (including sepsis)</li><li>• The location of the defibrillator was not clear to all staff.</li><li>• The provider had not ensured all medical supplies on the emergency trolley were available and in date. This included the provision of defibrillator pads for paediatric use.</li><li>• Computer prescription paper and staff smartcards were not always held securely.</li><li>• Non-clinical staff were not subject to a programme that checked their immunisation status and provided a risk assessment.</li></ul> <p>This was in breach of Regulation 12(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>