

Rudgwick Medical Centre

Inspection report

Station Road
Rudgwick
Horsham
West Sussex
RH12 3HB
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www.rudgwickmedicalcentre.co.uk

Date of inspection visit: 17 December 2018 to 17
December 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?

Requires improvement



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 Rudgwick Medical centre on 17 December 2018 as part of our inspection programme.

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 and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- There was a clear leadership structure and staff felt supported by management.
- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together for a common aim.

- The practice had utilised the care coordinator role to good effect in the practice.

We rated the practice as **requires improvement** for providing safe services because:

- Whilst there was a process in place for the safe handling of requests for repeat medicines this was not always followed.
- Private prescriptions were not always authorised by a GP before they were dispensed.

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

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

(Please see the specific details on action required at the end of this report)

The areas where the provider **should**:

- Review the information available to dispensary staff to enable the provision of accessible information to patients about their medicines.
- Keep the newly introduced system for tracking prescription paper under review.

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

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

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 CQC lead inspector. The team included a GP specialist adviser, a CQC medicines team member and a PM specialist adviser.

Background to Rudgwick Medical Centre

Rudgwick Medical Centre offers general medical services to people living in Rudgwick, Horsham with a patient list size of 3,700. The practice population has a slightly higher than average proportion of older patients and those with long standing health conditions. The practice is placed in one of the least areas of deprivation.

The practice is run by two GP partners (male). The partners are supported by a part time salaried GP (female), two practice nurses, a healthcare assistant, a care co-ordinator, a practice manager and a team of dispensary, reception and administrative staff.

A range of services are offered by the practice including asthma reviews, child immunisations, diabetes reviews and new patient checks. The practice has a dispensary offering pharmaceutical services to those patients on its practice list who live more than one mile (1.6km) from their nearest pharmacy premises.

The practice is registered with CQC to provide the following regulated activities:

- Maternity and midwifery services
- Diagnostic and screening procedures
- Treatment of disease, disorder or injury
- Family planning services
- Surgical procedures

Services are provided from:

Rudgwick Medical Centre

Station Road

Horsham

West Sussex

RH12 3HB.

The practice is open between 8.30am and 6.30pm on a Monday to Friday. Telephone lines are open from 8.00am. Appointments are available between 8.30am and 12.00pm and between 2.00pm and 6.30pm. In addition to pre-bookable appointments that could be booked up to twelve weeks in advance, urgent appointments were also available for people that needed them.

The practice is also part of the Horsham hub of GP practices that offer evening appointments and weekend appointments.

During the times when the practice is closed, the practice has arrangements for patients to access care from an Out of Hours provider.

For further details about the practice please see the practice website:

www.rudgwickmedicalcentre.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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment There was no proper and safe management of medicines. In particular: Repeat prescriptions were not always authorised by an appropriate clinician before they were dispensed. Private prescriptions were not always authorised by an appropriate clinician prior to dispensing.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	