

# Pound Hill Medical Group

## Inspection report

1 Crawley Lane  
Pound Hill  
Crawley  
West Sussex  
RH10 7DX  
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[www.poundhillmedicalgroup.co.uk](http://www.poundhillmedicalgroup.co.uk)

Date of inspection visit: 21 June 2018 to 21 June 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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

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? – Good

Are services caring? – Good

Are services responsive? – Outstanding

Are services well-led? – Good

We carried out an announced comprehensive inspection at Pound Hill Medical Group on 28 November 2017. The overall rating for the practice was good. The practice was also rated good for the effective, caring and well-led domains and all the population groups. It was rated outstanding in providing responsive services. However, it rated as requires improvement for providing safe services. The full comprehensive report on the November 2017 inspection can be found by selecting the 'all reports' link for Pound Hill Medical Group on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 21 June 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 28 November 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

At our inspection of 28 November 2017, we found that:

- The provider had not ensured appropriate steps had been taken to monitor and record fridge temperatures.
- The practice had not ensured they had emergency medicines to cover all treatments carried out in the practice or demonstrated that these are not required through a risk assessment.
- The provider had not ensured the interventions provided for patients prescribed high risk medicines were always monitored in line with national guidance.

At this inspection our key findings were as follows:

- The provider had a system for monitoring high risk medicines in line with national guidelines.
- Emergency medicines were in place to cover all treatments.
- The fridge temperatures were monitored, recorded and audited.

Additionally we saw that:

The provider had reviewed the collation of responses to MHRA alerts and kept a central record that demonstrated actions and outcomes. These were discussed at practice meetings.

**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.**

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team consisted of a CQC lead inspector and a GP specialist advisor.

## Background to Pound Hill Medical Group

Pound Hill Medical Group offers general medical services to people living in the Pound Hill and Copthorne regions of Crawley. The practice is involved in the education and training of doctors, practice staff and other healthcare professionals. There are approximately 15,390 registered patients.

The practice population has a higher number of patients between 60 and 85 years of age than the national and local CCG average. There are a lower number of patients with long term health conditions and a significantly lower than average number of patients with health-related problems in daily life. Data available to the Care Quality Commission (CQC) shows the number of registered patients suffering income deprivation is significantly lower than the national average.

The practice is run by seven partner GPs. The practice was also supported by two salaried GPs, nurses, healthcare assistants a team of receptionists, administrative staff, finance and operations staff. Practice management was provided by a practice manager and deputy practice manager.

The CQC registered manager at the time of the inspection was Dr Paul Spensley. The Registered Activities are:

Diagnostic and screening procedures

Family planning

Maternity and midwifery services

Surgical procedures

Treatment of disease, disorder and injury

All services are provided from the location of:

Pound Hill Surgery

1 Crawley Lane

Pound Hill

Crawley

West Sussex

RH10 7DX

Out of hours services are provided by IC24. Further information about contact arrangements for the out of hours service and anything else relating to the practice can be found on their website, .

# Are services safe?

**We rated the practice as good for providing safe services.**

**At our previous inspection on 28 November 2017, we rated the practice as requires improvement for providing safe services as:**

- The provider had not ensured appropriate steps had been taken to monitor and record fridge temperatures.
- The practice had not ensured they had emergency medicines to cover all treatments carried out in the practice or demonstrated that these are not required through a risk assessment.
- The provider had not ensured the interventions provided for patients prescribed high risk medicines were always monitored in line with national guidance.

**These arrangements had significantly improved when we undertook a follow up inspection on 21 June 2018. The practice is now rated as good for providing safe services.**

## **Safe and appropriate use of medicines**

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

The systems for managing medicines, including vaccines, medical gases, and emergency medicines and equipment minimise risks. For example, the fridge temperatures were now monitored appropriately daily and a record was maintained. The practice also had data loggers in their fridges which provided additional assurance that the fridges had not gone out of the recommended temperature range. The practice manager reviewed all data and carried out a monthly audit.

We also noted that the practice now stocked an emergency medicine required for minor surgery or when fitting certain contraceptive devices.

Patients' health was monitored to ensure medicines were being used safely and the practice involved patients in regular reviews of their medicines. We found that blood tests and reviews were completed at appropriate intervals for medicines within the national recommended guidelines.

**Please refer to the evidence tables for further information.**