

# Toftwood Medical Centre

## Inspection report

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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

At our last inspection on 25 April 2019 the practice was rated as good with a rating of requires improvement for providing safe services. This was because actions from fire risk assessments had not been actioned, the stock of emergency medicines was not in line with national guidelines, and Patient Group Directions (PGD) used by nurses to administer vaccinations were not clearly authorised by all staff. The full comprehensive report based on the 25 April 2019 inspection can be found by selecting the 'all reports' link for Toftwood Medical Centre on our website at .

This inspection was a desk-based review carried out on 17 June 2020 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. This report covers our findings in relation to those requirements

We found that the practice was now meeting those requirements and we have amended the rating for this practice accordingly. The practice is now rated Good for the provision of safe services. We previously rated the practice as Good for providing Effective, Caring, Responsive and Well Led services.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out our desk-based review
- 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 have rated Safe as Good because:**

- The practice had instructed a professional specialist provider who had undertaken a full fire risk assessment. All actions identified were completed; one action was limited by the building structure, so a risk assessment had been undertaken.
- Emergency medicines were stocked in line with guidance recommendations. The practice had identified an alternative emergency medicine that had been fully risk assessed.
- The PGDs had been reviewed and correctly authorised the practice had embedded this process.

We found the provider should:

- Continue to monitor immunisation uptake data to ensure national and international targets are met in all areas.
- Continue to monitor and improve prescribing performance.
- Ensure fire risk assessments and fire drills are undertaken when Covid lockdown is eased.

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

**Dr Rosie Benneyworth** BS BM BMedSci MRCGP

Chief Inspector of General Practice

## Our inspection team

This desk based follow up inspection was completed by a CQC inspector.

## Background to Toftwood Medical Centre

Toftwood Medical Centre is situated within the NHS South Norfolk Clinical Commissioning Group (CCG) and provides services to approximately 3,698 patients under the terms of a primary medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider, Elmham Surgery, is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

The provider operates a group of GP practices and is a partnership of two female and two male GP partners and three female salaried GPs who work across all the providers sites. The clinical team at Toftwood also

includes; three nurse practitioners, two practice nurses, one healthcare assistant, one phlebotomist and one clinical pharmacist. The site manager leads the non-clinical team of seven reception and administrative staff.

There are higher than average numbers of patients over the age of 65, in common with the characteristics of the local area, and fewer patients aged under 18 than the national average. Information published by Public Health England rates the level of deprivation within the practice

population group as eight, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Life expectancy for males and females in the practice population is in line with local and national averages.