

# Rudgwick Medical Centre

## Inspection report

Station Road  
Rudgwick  
Horsham  
West Sussex  
RH12 3HB  
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[www.rudgwickmedicalcentre.co.uk](http://www.rudgwickmedicalcentre.co.uk)

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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 focused inspection at Rudgwick Medical Centre on 23 May 2019 as part of our inspection programme.

At the last inspection in December 2018 we rated the practice as requires improvement for providing safe services because:

- 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.

We also found areas where the provider should make improvements:

- 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.

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 the practice continues to be rated as good and is now rated as good for providing safe services.**

## Details of our findings

At this inspection we found:

- Prescriptions were signed before medicines were dispensed and handed out to patients. There was a risk assessment or surgery policy for exceptions such as acute prescriptions.
- The practice had updated or introduced new standard operating procedures and policies to ensure medicine management systems kept patients safe.
- Information was provided to patients in accessible formats. The practice had systems to identify the communication needs of patients.
- Blank prescriptions were kept securely, and their use monitored in line with national guidance.

**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

<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 was completed by a CQC inspector.

## 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. Rudgwick Medical Centre has a dispensary, offering pharmaceutical services to patients on its practice list. As a reserved location, patients who currently receive the GP dispensing service may choose to use either the practice dispensary service or the community pharmacy.

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 can be booked up to twelve weeks in advance, urgent appointments are also available for people that need 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](http://www.rudgwickmedicalcentre.co.uk)