

# Lingfield Surgery

## Inspection report

East Grinstead Road  
Lingfield  
RH7 6ER  
Tel: 01342836327  
www.lingfieldsurgery.nhs.uk

Date of inspection visit: 18 April 2023  
Date of publication: 11/05/2023

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 responsive to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced focused inspection at Lingfield Surgery on 18 April 2023. Overall, the practice is rated as good.

Safe - requires improvement

Effective - good

Caring - not inspected, rating of good carried forward from previous inspection

Responsive - good

Well-led - good

Following our previous inspection on 24 April 2019, the practice was rated good overall and for all key questions.

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

## Why we carried out this inspection

We carried out this inspection to follow up concerns reported to us.

- We inspected the safe, effective, responsive and well-led key questions.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short 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 found that:

# Overall summary

- Recruitment checks were not always carried out in accordance with regulations.
- Staff vaccination was not maintained in line with current UKHSA guidance.
- Patients did not always receive appropriate monitoring before repeat prescriptions were issued. Prescription stationary was not tracked throughout the practice.
- Patients with long-term conditions were not always reviewed in line with current best practice guidance and not all patient reviews were undertaken in a timely manner.
- Risks to patients, staff and visitors were not always recorded effectively.
- 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.
- 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.
- Since the inspection the provider has given us assurances around the safety of prescribing, the reviews of patients with long term conditions and their new system for tracking of prescription stationary.

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

- Ensure care and treatment is provided in a safe way to patients

The provider **should**

- Continue to encourage the patient for cervical cancer screening and childhood immunisation uptake.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Health Care

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a CQC team 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.

## Background to Lingfield Surgery

Lingfield Surgery is located in Lingfield at:

East Grinstead Road

Lingfield

Surrey

RH7 6ER

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

The practice is situated within the Surrey Heartlands Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 10,900. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, a primary care network, who work together to provide some services to the community such as first contact physiotherapists, weekend and evening appointments with a GP and a pharmacist based in the surgery.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the third highest decile (8 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 1.5% Asian, 96.5% White, 0.5% Black, 1.4% Mixed, and 0.2% Other.

The age distribution of the practice population mirrors the local and national averages. However, there are lower numbers of working age people and higher numbers of older people.

There is a team of 3 GPs who provide cover. The practice has a team of 4 nurses who provide nurse led clinics for long-term conditions. They are supported by 3 phlebotomists, 2 care coordinators, a paramedic and 2 clinical pharmacists. The GPs are supported at the practice by a team of reception/administration staff. The practice manager and operations manager provide managerial oversight.

The practice is open between 8am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the primary care network, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.

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 CQC (Registration) Regulations 2009 Statement of purpose</p> <ul style="list-style-type: none"><li>• Recruitment checks were not always carried out in accordance with the regulations.</li><li>• The practice did not have a formal monitoring system in place to assure themselves that blank prescription forms were tracked, and their use monitored in line with national guidance.</li><li>• Our clinical records searches showed that the practice did not always have an effective process for monitoring patients health in relation to the use of medicines, including high risk medicines.</li><li>• Risk assessments were not always recorded appropriately.</li><li>• Safety alerts were not always acted on appropriately.</li><li>• Staff vaccinations were not always maintained in line with current UKHSA guidance.</li><li>• The temperatures of fridges where medicines or vaccines were stored were not always recorded each day the practice was open.</li></ul> <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>