

The Seven Dials 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 

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 The Seven Dials Medical Centre on 5 December 2018.

At the last inspection in November 2017 we rated the practice as requires improvement overall and for providing safe, effective and well-led services because:

- The provider did not have the correct procedures for Patient Specific Directions in line with regulations.
- The provider did not have effective systems and processes to monitor, assess and improve patient care results from the Quality Outcome Framework.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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-centred care.

Whilst we found no breaches of regulations, the provider **should:**

- Continue to improve the identification of carers to enable this group of patients to access the care and support they need.
- Continue to look at ways to reduce long term prescribing of hypnotic medicines.

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 and a practice manager specialist adviser.

Background to The Seven Dials Medical Centre

The Seven Dials Medical Centre is located in the centre of the city of Brighton and Hove. The practice has good transport links and there are pharmacies located nearby.

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

The Seven Dials Medical Centre is situated within Brighton and Hove Clinical Commissioning Group and provides services to approximately 7,800 patients under the terms of a general medical services (GMS) contract. A GMS contract is one between the practice and NHS England where elements of the contract are standard.

The practice is run by four GP partners (male) who registered with the CQC on 1 April 2013. At the time of our inspection, a further partner (male) was set to join the practice. The practice employs two practice nurses, a health care assistant, a practice manager and a team of administration staff. There is a pharmacy technician who visits the practice on one day per week and who is shared with a cluster of five practices who have formed a GP

federation. The practice is open 8am to 6pm from Monday to Friday with extended hours on Wednesdays from until 8pm. When the surgery is closed patients can access out of hours care via the 111 telephone number. Urgent calls between 6pm and 6.30pm are put through to a duty GP. Patients have access to a citywide service which enables them to see a GP at another location nearby in the evenings and at weekends.

The practice has a deprivation score lower than the clinical commissioning group (CCG) average and a little lower than the national average meaning they are less deprived. Within that there is more income deprivation affecting older people than the CCG and national average and less

income deprivation affecting children than the CCG and national average. The percentage of the practice population aged 18 and under and over 65 is lower than the national average. The percentage of the practice population between the ages of 25 and 49 is significantly higher than the national average. There are a higher number of males registered at the practice than females (4427 and 3395 respectively).