

# Croft Medical Centre

## Inspection report

Calder Walk  
Leamington Spa  
Warwickshire  
CV31 1SA  
Tel: 01926421153  
[www.croftmedical.co.uk](http://www.croftmedical.co.uk)

Date of inspection visit: 11/02/2019  
Date of publication: 20/03/2019

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 caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Croft Medical Centre on 11 February 2019 as part of our inspection programme. The practice was previously inspected in 2016 and rated good.

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**.

We rated the practice as **requires improvement** for providing safe services as at the time of the inspection the key to the controlled drugs cabinet was not kept in a secure place during the day. As a result, there was a significant risk that controlled drugs could have been accessed by unauthorised people. Following the inspection, the practice took appropriate measures to keep the key securely.

We rated the practice as **outstanding** for providing responsive services and for people with long-term conditions and people whose circumstances may make them vulnerable because:

- The practice has taken an active role in social prescribing since 2016. They demonstrated the positive impact this had on patients including fewer hospital attendances.
- The practice had an above average prevalence of patients with diabetes and reached out to different communities to raise awareness of the risks associated with diabetes, for example by attending events at a temple.
- The practice carried out a monthly “hot clinic” for many patients with poorly controlled diabetes (HbA1c levels over 90) who needed specialist support. HbA1c indicates the level of sugar levels in the blood. By involving the GP, Consultant, practice nurse and community diabetic nurse, a significant improvement in HbA1c was demonstrated in 33 patients.

We also rated the practice as good for providing effective, caring and well-led services and for older people, families, children and young people, working age people and people experiencing poor mental health because

- 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 feedback we received from the care homes was very positive about the practice.
- The practice organised and delivered services to meet patients’ needs. Patients could access care and treatment in a timely way.
- The practice had a focus on learning and improvement.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Review the security of keys in the dispensary.
- Review confidentiality in the reception area and the dispensary.
- Continue to review the appointment system and telephone access for patients to improve patient satisfaction.

**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

<b>Older people</b>	<b>Good</b> 
<b>People with long-term conditions</b>	<b>Outstanding</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>Outstanding</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a second CQC inspector, GP specialist adviser and a pharmacy adviser.

## Background to Croft Medical Centre

Croft Medical Centre is located in Leamington Spa in South Warwickshire. In addition to the main location the practice also has a branch surgery in Bishop's Tachbrook for patients living in the village. The branch surgery has a dispensary on site to issue prescribed medicines to patients and is fully computerised and linked to the main location. We visited the main location and the branch as part of this inspection. The practice has also merged with Lisle Court practice since April 2018. This was not visited as part of the inspection. Patients can be seen at any site.

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

Croft Medical Centre has a list size of 15,890 patients. The practice had pockets of deprivation and rated eight out of ten for levels of deprivation. With ten being the least deprived and one being the most deprived.

The practice has four GP partners and six salaried GPs (a mixture of male and female offering patients their

preferred choice). The practice has five practice nurses, two nurse practitioners and dispensers. The clinical team are supported by a practice manager and a team of reception and administrative staff. The practice are currently recruiting for a clinical pharmacist.

The practice is a training practice. Fully qualified doctors who want to enter into general practice spend 12 months working at the practice to gain the experience they need to become a GP. At the time of our inspection the practice had two registrars.

The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract.

The practice does not provide out of hours services. Patients are advised to contact 111 for urgent GP access outside of normal GP working hours. When patients dial 111 they get advice from the Out of Hours service which is commissioned by the CCG.