

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?

Requires improvement 

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 Toftwood Medical Centre on 25 April 2019 as part of our inspection programme. This was the first inspection of this location.

This practice is rated as Good overall.

The key questions at this inspection are rated as:

Are services safe? – Requires Improvement

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – 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 rated the practice as **requires improvement** for providing safe services because:

- The provider did not ensure the premises were safe for their intended use: The provider did not have an up to date fire risk assessment and had not taken all of the recommended actions to address risks identified in the last risk assessment.
- At the time of inspection, the service did not have all of the recommended emergency medicines or a risk assessment mitigating the absence of some medicines. Following the inspection, the provider ensured these medicines were available.

However, we also found that:

- The practice otherwise 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.

The areas where the provider **must** make improvements are:

- Ensure care and treatment is provided in a safe way for service users.

We identified areas where the provider could improve and **should**:

- Monitor and review the process for authorising staff to administer medicines under patient group directions.
- Continue to monitor immunisation uptake data to ensure national and international targets are met in all areas.
- Continue to monitor and improve prescribing performance.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

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 was led by a CQC lead inspector. The team included a GP specialist adviser, practice manager specialist adviser and a second 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 3,676 patients under the terms of an alternative primary medical services (APMS) 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 one male GP partners who work across all of 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 seven, 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.

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 the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>The provider did not ensure care and treatment was provided in a safe way for services users because:</p> <p>The provider did not ensure the premises were safe for their intended use, in particular in relation to fire safety.</p> <p>The provider did not have the recommended emergency medicines available at the time of inspection.</p>
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.