

Lindfield Medical Centre

Quality Report

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Lindfield
Haywards Heath
West Sussex
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Website: www.lindfieldmedicalcentre.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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 7 April 2016. Breaches of Regulatory requirements were found during that inspection within the safe domain. After the comprehensive inspection, the practice sent us an action plan detailing what they would do to meet the regulatory responsibilities in relation to the following:

- Ensure fire drills are undertaken at regular intervals.

We undertook this focused desktop inspection on 25 October 2016 to check that the provider had followed their action plan and to confirm that they now met regulatory requirements. A desktop inspection is when we request information from the registered provider to check that they have taken action to meet regulations without a visit to the location.

This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Lindfield Medical Centre on our website at www.cqc.org.uk.

This report should be read in conjunction with the last report published in August 2016.

Our key findings across the areas we inspected were as follows:-

- We saw evidence to confirm that the practice had undertaken a fire drill and practice as indicated in their action plan.

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

- On our previous inspection on 7 April 2016, we found that the practice could not demonstrate that fire drills were carried out to ensure the safety of patients, staff and visitors to the practice.
- At this inspection 25 October 2016 we found that a programme of fire drills had now been established. A fire drill was carried out on 24 August 2016.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people The practice was rated as good for the care of older people on 7 April 2016. This rating remains unchanged.	Good ●
People with long term conditions The practice was rated as good for the care of older people on 7 April 2016. This rating remains unchanged.	Good ●
Families, children and young people The practice was rated as good for the care of older people on 7 April 2016. This rating remains unchanged.	Good ●
Working age people (including those recently retired and students) The practice was rated as good for the care of older people on 7 April 2016. This rating remains unchanged.	Good ●
People whose circumstances may make them vulnerable The practice was rated as good for the care of older people on 7 April 2016. This rating remains unchanged.	Good ●
People experiencing poor mental health (including people with dementia) The practice was rated as good for the care of older people on 7 April 2016. This rating remains unchanged.	Good ●

Lindfield Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Lindfield Medical Centre

Lindfield Medical Centre offer primary medical services via a general medical services (GMS) contract to approximately 11,154 registered patients. The practice provides services to a higher number of patients who are aged over 45 years of age with a significantly higher number of patients between the ages of 65 to 69 and over 85 years of age, when compared with the local clinical commissioning group (CCG) and England average. The practice is in an area with low deprivation levels compared to the CCG and national average.

The practice clinical staff comprises six GP Partners (three male and three female), four practice nurses (1.7 Whole Time Equivalents (WTE)), a health care assistant (0.6 WTE) and a care co-ordinator. The Practice is supported by a team of administration staff including a practice administrator and a reception and secretarial team. Day to day management is undertaken by a practice manager.

The practice runs a number of services for its patients including minor surgery, asthma clinics, child immunisation clinics, diabetes clinics, new patient checks, and weight management support.

Services are provided from:

Lindfield Medical Centre

High Street

Lindfield

Haywards Heath

West Sussex

RH16 2HX

The practice was open between 8am and 6.30pm Monday to Friday. Out of hours services are provided by IC 24.

Why we carried out this inspection

We undertook a desktop focused inspection of Lindfield Medical Centre on 25 October 2016. This inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 7 April 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe?

This is because the service had not been meeting some legal requirements.

How we carried out this inspection

We reviewed a range of information we hold about the practice and asked other organisations to share what they knew. We carried out a desktop focussed inspection on 25 October 2016. We contacted the practice and spoke with the practice manager and requested an update on their action plan submitted following their comprehensive inspection on 7 April 2016.

- We reviewed the system in place to undertake fire evacuation and practice drills.

Are services safe?

Our findings

Overview of safety systems and processes

At our inspection on 7 April 2016 we found that the practice had up to date fire risk assessments however they had not carried out regular fire drills since 2012.

At this inspection we reviewed information sent to us from the practice to evidence that a fire drill and evacuation took place on 24 August 2016. A detailed record was maintained of this event including the names of all participants, an assessment of the event and a record of any actions taken.