

The Stanford Medical Centre

Inspection report

175 Preston Road
Brighton
East Sussex
BN1 6AG
Tel: 01273506361
www.stanfordmedicalcentre.co.uk

Date of inspection visit: 19 Nov 2019
Date of publication: 13/01/2020

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 inspection of The Stanford Medical Centre on 19 November 2019 following our annual review of the information available to us, including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions: effective and well-led services.

Due to the assurance received from our review of information we carried forward the ratings for the following key questions: safe, caring and responsive.

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.

Overall this practice is rated as good.

At this inspection our key findings were:

- 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. Feedback from patients who used the service was consistently positive.

- The service had systems to record, investigate and monitor significant events and safety alerts. When incidents did happen, the practice learned from them and improved their processes.
- The service ensured that care and treatment was delivered according to evidence-based research or guidelines.
- Staff maintained the necessary skills and competence for their role and to support the needs of patients.
- The culture of the service encouraged candour, openness and honesty. Staff felt supported, valued and appreciated.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Continue to monitor and take action to improve performance for areas that are not in line with targets, including the smoking status for patients with a mental health condition, and the uptake of childhood immunisations and cervical screening.

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 team was led by a CQC inspector. The team included a GP specialist advisor and a practice manager specialist advisor.

Background to The Stanford Medical Centre

The Stanford Medical Centre provides services from three premises; a main site and two branch sites. These have good transport links and have a pharmacy nearby.

Main site: The Stanford Medical Centre, 175 Preston Road, Brighton, BN1 6AG.

Islingword Road Surgery: 179 Islingword Road, Brighton, BN2 9SL.

Cockcroft Surgery: University of Brighton, Lewes Road, Brighton, BN2 4GN.

The Stanford Medical Centre is registered with the CQC to provide the regulated activities; Treatment of disease, disorder or injury; Surgical procedures; Diagnostic and screening procedures; Maternity and midwifery services and Family planning services.

The provider is situated in the NHS Brighton and Hove Clinical Commissioning Group (CCG) and provides services to 19,433 patients under the terms of a general medical services (GMS) contract. They offer a number of services for patients including; sexual health advice and family planning, chronic disease management, smoking cessation, health checks and travel vaccines and advice.

There are currently nine registered GP partners (five female, four male). There is one salaried GP (female).

There are six practice nurses, and one health care assistant. There is one pharmacist. GPs and nurses are supported by the practice manager and a team of reception/administration staff.

Data available to the Care Quality Commission (CQC) shows the number of patients from birth to 18 years old served by the practice is slightly below the national average. The number of patients aged 85 years and over is comparable to the national average. The number of patients in paid work or full-time education is above the national average. The National General Practice Profile states that 89% of the practice population is from a white background with a further 11% of the population originating from black, Asian, mixed or other non-white ethnic groups. Information published by Public Health England rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is comparable to the national average of 79 years. Female life expectancy is comparable to the national average of 83 years.

The Stanford Medical Centre is open from Monday to Friday between 8am and 6pm. The practice offers extended opening hours on Monday evenings from 6:30pm to 9:20pm, and Saturday mornings from 8am to 11.00am. The Islingword Road Surgery is open from 8am

to 11:30am and from 2pm until 5:30pm Monday to Friday. The Cockcroft Surgery, which serves the University of Brighton, is open during the term-time only from 8:15am until 12pm.

Appointments can be booked over the telephone, online or in person at the surgery. Patients are provided with information on how to access an out of hour's service by calling the surgery or viewing the practice website.

When the practice is closed patients are asked to call 111, which is a free 24-hour helpline to help patients access the appropriate out of hours care. The out of hours service offers appointments from 6am to 8am on weekday mornings and throughout the day and evening during weekends. Alternatively, patients can see a doctor or nurse 7 days a week at the walk-in clinic at the Brighton Station Health Centre. The Centre is open from 8am to 8pm every day of the year.