

Newtons Practice

Inspection report

The Health Centre
Heath Road
Haywards Heath
West Sussex
RH16 3BB
Tel: 01444 412380
www.newtonspractice.co.uk

Date of inspection visit: 9 July 2019 to 19 July 2019
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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 Newtons Practice on 9 July 2019 as part of our inspection programme.

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 rated the practice as **requires improvement** for providing safe services because the provider had not always ensured high risk medicines were monitored in line with national guidelines.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm. However they did not always ensure high risk medicines were monitored in line with guidelines.
- 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-centre care.
- There was a clear leadership structure and staff felt supported by management.
- Staff worked well together as a team and all felt supported to carry out their roles. There was a strong team ethos and culture of working together. Staff received access to training and support to develop their skills
- The practice had utilised the care coordinator role to good effect in the practice supporting patients with complex health and social care needs.

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

- Ensure that care and treatment is provided in a safe way.

(Please see the specific details on action required at the end of this report).

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

- Review and improve the recording of authorisations on PGDs.

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 lead inspector. The team included a GP specialist adviser, a PM specialist adviser and an inspection manager.

Background to Newtons Practice

Newtons Practice is practice offering general medical services to the population of Haywards Heath in West Sussex. There are approximately 12,250 registered patients. The percentage of registered patients suffering deprivation (affecting both adults and children) is lower than the average for both the CCG area and England.

Newtons Practice is run by four partner GPs (three female and one male). The practice is also supported by seven salaried GPs (six female and one male), three practice nurses, three healthcare assistants and three paramedic practitioners. There is a team of administrative and reception staff, an assistant practice manager and a practice manager.

The practice runs a number of services for its patients including asthma clinics, diabetes clinics, coronary heart disease clinics, minor surgery, child immunisation clinics, new patient checks and travel vaccines and advice.

Services are provided from one location:

The Health Centre
Heath Road
Haywards Heath
West Sussex
RH16 3BB

Opening hours are Monday to Friday 8am to 6.30pm
Monday to Friday.

During the times when the practice is closed arrangements are in place for patients to access care from IC24 which is an Out of Hours provider via 111.

For further details about the practice please see the practice website:

www.newtonspractice.co.uk

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 Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment The provider did not ensure the proper and safe management of medicines. In particular, they had not ensured patients prescribed high risk medicines received blood tests in line with national clinical guidelines. Safety alerts and the actions to respond to them were not always documented