

Newtons Practice

Inspection report

The Health Centre
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Haywards Heath
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Date of inspection visit: 05 July 2021
Date of publication: 26/08/2021

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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out an announced review at Newtons Practice on 5 July 2021.

Following our previous inspection on 9 July 2019, the practice was rated Good overall and for providing effective, responsive, caring and well-led services but requires improvement for providing safe services.

The full reports for previous inspections can be found by selecting the 'all reports' link for Newtons Practice on our website at www.cqc.org.uk

Why we carried out this review

This review was a follow-up review of information without undertaking a site visit inspection to follow up on:

The outstanding breach of regulation 12 Health and Social Care Act (Regulated Activities) 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.

We also found that safety alerts and the actions to respond to them were not always documented

The provider was also asked to review and improve the recording of authorisations on patient group directions (PGDs). A Patient Group Direction (PGD) is a written instruction for the administration of medicines to groups of patients who may not be individually identified before presentation for treatment. For example, seasonal and other types of vaccination.

How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which enabled us to spend no time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider

Our findings

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 found that:

Overall summary

- The practice provided care in a way that did not keep patients safe and protected them from avoidable harm. For example, high risk medicines were not always monitored in accordance with national guidelines.
- The practice had a system to record alerts on medicines, medical devices and medicine supply issues. This allowed the practice to track their responses to these alerts where appropriate.
- Staff were supported by up to date PGDs. However, we found that not all of the PGDs had been signed by all of the staff prior to the sign off by the authorising manager. There was no system to revisit this procedure when new staff signed the authorisation sheet.

We found one breach of regulations. The provider **must**:

- **Ensure care and treatment must be provided in a safe way.**

The provider **should**:

The provider was also asked to review and improve the recording of authorizations 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	Not inspected 
People with long-term conditions	Not inspected 
Families, children and young people	Not inspected 
Working age people (including those recently retired and students)	Not inspected 
People whose circumstances may make them vulnerable	Not inspected 
People experiencing poor mental health (including people with dementia)	Not inspected 

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Newtons Practice

Newtons Practice is practice offering general medical services to the population of Haywards Heath in West Sussex.

Services are provided from:

The Health Centre

Heath Road

Haywards Heath

West Sussex

RH16 3BB

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the West Sussex Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 13,300. This is part of a contract held with NHS England.

Information published by Public Health England shows that deprivation within the practice population group is in the highest decile (10 of 10). The lower the decile, the more deprived the practice population is relative to others.

There is a team of four GP partners and seven salaried GPs. The practice has a team of one advanced nurse practitioner, three nurses, three paramedic practitioners and two healthcare assistants. The GPs are supported at the practice by a practice manager, an assistant practice manager and a team of reception/administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. Opening hours are 8am to 6.30pm Monday to Friday.

Out of hours services are provided by Harmoni West Sussex 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

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are 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 the required monitoring of their health. Blood tests, weight monitoring and clinical calculations had not been carried out in line with national clinical guidelines. This was in breach of Regulation 12 (1)(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.