

# Buckland Medical Practice

## Inspection report

Buckland Medical Centre,  
Brookfield Place, Buckland Avenue,  
Dover  
Kent  
CT16 2AE  
Tel: 01304 206353  
www.bucklandmedicalpractice.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

Are services well-led?

**Good**



# Overall summary

We carried out an announced comprehensive inspection at Buckland Medical Practice on 22 May 2018. The overall rating for the practice was inadequate and the practice was placed in special measures for a period of six months. The full comprehensive report for the May 2018 inspection can be found by selecting the 'all reports' link for Buckland Medical Practice on our website at .

A follow up inspection was subsequently undertaken following the period of special measures. This was an announced comprehensive inspection on 8 January 2019. As a consequence of the inspection the practice was rated as good. However, the practice still required improvement in the well led domain.

This inspection was conducted on 11 June 2019 to follow up on outstanding concerns relating to governance. We based our judgement of the quality of care at this service on what we found when we inspected.

**We have rated this practice as good overall and good for all population groups.**

We found that:

- The practice had implemented effective systems to ensure the safe prescribing and monitoring of medicines.
- The practice had improved their recording of governance meetings to demonstrate transparency in their decision making and actions taken.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to improve their records of meetings, identifying owners of actions, timescales for the actions to be completed and narrative entries to evidence how they have been resolved.

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

Dr Rosie Benneyworth BM BS BMedSci MRCP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

## Background to Buckland Medical Practice

Buckland Medical Practice is located in Dover, Kent and has a branch surgery, The Tara. It is located in St. Margaret's Bay and includes a dispensary for patients on their practice list who lived more than one mile (1.6km) from their nearest pharmacy. The Tara is approximately 5.4 miles away from the main surgery. Jointly the surgeries have approximately 4,000 registered patients.

The practice holds a general medical services contract with NHS England to deliver primary medical services to the local community. The practice staff consists of one male GP and one female GP, two practice nurses (female), two health care assistants (female). The GPs and nurses are supported by a practice manager and a team of administration and reception staff.

Buckland Medical Practice is open between 8am and 18:30pm. The Tara is open daily with appointment times varying Monday to Friday. The practice does not offer extended hours appointments but has an agreement to offer patients appointments at Peter Street Surgery in Dover until 8.15pm every Wednesday or the Buckland Medical Hospital Hub in Dover seven days a week.

The practices are registered to carry out the following registered activities;

- Treatment of disease, disorder and injury
- Diagnostic and screening procedures
- Midwifery services
- Surgical procedures
- Family planning services.