

# Newthorpe Medical Centre

## Quality Report

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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 Newthorpe Medical Centre on 14 January 2015. The practice was rated as as good overall but required improvement for providing safe services. A Requirement Notice was issued in respect of fit and proper persons employed.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Newthorpe Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements. We undertook this inspection to check the practice had followed their plan and to confirm that they now met the legal requirements. This report only covers our findings in relation to those requirements.

We carried out an announced focused inspection on 7 July 2016. Overall the practice is rated good including the safe domain.

Our findings across the areas we inspected was as follows:

- Risks to patients were assessed and well managed.
- The practice operated effective recruitment procedures and this assured the provider that staff were suitable for their role.
- The practice had strengthened its recording and monitoring systems for patient safety information, staff training, meeting minutes, as well as policies, procedures and guidance for staff.

### 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.

We found the provider had taken appropriate action to provide a safe service following our comprehensive inspection of the practice in January 2015. For example:

- The practice had effective recruitment and selection procedures in place. New staff had been subject to appropriate pre-employment checks to ensure they were of good character, had the necessary qualifications, skills and experience and clinicians were registered with the relevant professional body.
- Records relating to the management of the service had been strengthened to ensure they were comprehensive. This included risk assessments and information about safety, staff training, meeting minutes, policies and procedures to govern activity.
- Risks to patients were assessed and well managed.

**Good**



# Newthorpe Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team included a CQC inspector.

## Background to Newthorpe Medical Centre

The Newthorpe Medical Centre provides primary medical services to approximately 6 865 patients living in the Eastwood, Newthorpe, Giltbrook, Nuthall, Watnall, Kimberley, Awsworth and Cossall areas.

The practice holds a Personal Medical Services (PMS) contract with NHS England. This is a contract for the practice to deliver enhanced primary care services to the local community over and above the General Medical Services (GMS) contract. The practice provides a range of services including: child health clinics, family planning advice, antenatal and postnatal care, vaccinations and health checks for patients with long term conditions, of working age and recently retired.

The clinical staff comprises four GP partners and one salaried GP. Three of the GPs are male and two are female. They are supported by three nurses and two health care assistants. The practice is also a training practice with three GP trainees and one second year foundation GP.

The non-clinical staff includes the practice manager, a team of reception, administration and secretarial staff and two cleaners.

Newthorpe Medical Centre opens from 8am to 6.30pm Monday to Friday. The GP appointments are generally available from 8.30am to 11.30am and 2pm to 6.30pm. Extended hours are offered from 7am on a Wednesday

morning. In addition to these appointments, GPs offer telephone consultations, home visits and same day appointments for children and those patients with medical problems that require same day consultation.

The practice has opted out of providing an out-of-hours service to its patients but has alternative arrangements for patients to be seen when the practice is closed. The out-of-hours service is provided by Nottingham Emergency Medical Services (NEMS).

## Why we carried out this inspection

We undertook a focused inspection of Newthorpe Medical Centre on 7 July 2016. This inspection was carried out to check that improvements had been made to meet a legal requirement following our comprehensive inspection on 14 January 2015.

We inspected the practice against one of the five questions we ask about services: Is the service safe? This is because the service was not meeting Regulation 19 of the Health and Social Care Act (Regulated Activities) Regulations 2014: Fit and proper persons employed.

## How we carried out this inspection

Before visiting, we reviewed the information submitted by the practice which detailed the actions they had taken to meet legal requirements in relation to Regulation 19: Fit and proper persons employed.

# Detailed findings

We carried out an announced visit on 7 July 2016. During the inspection we spoke with the practice manager and reviewed a range of information including personnel files, training records, meeting minutes and records relating to the management of the service.

# Are services safe?

## Our findings

At our last inspection on 14 January 2015, we found appropriate recruitment checks were not consistently undertaken before all staff were employed. In addition, systems for recording, monitoring and addressing information about safety needed to be strengthened. Following the inspection, the practice wrote to us to say improvements had been made to ensure compliance with legal requirements and best practice.

### Overview of safety systems and processes

The practice had clearly defined and embedded systems in place to keep patients safe.

- We reviewed three personnel files and found appropriate recruitment checks had been undertaken prior to employment. For example, proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service (DBS). DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.
- All staff who acted as chaperones were trained for the role and had received a DBS check.

Risks to patients were assessed and well managed. For example:

- The system in place for disseminating and acting upon patient safety alerts and significant events had been strengthened. We reviewed minutes of meetings where

these were discussed including the action taken to improve safety in the practice. Formal recording systems were also in place to ensure all staff had reviewed the alerts and were aware of the mitigating action to take.

- The practice had identified patients including children with a high number of accident and emergency attendances and reviewed whether this had been appropriate. Patient education had also been facilitated to ensure they accessed the appropriate service.
- Relevant staff had received appropriate Hepatitis B immunisations to minimise risks to themselves and patients; and staff had completed infection control training specific to their role.
- All staff had access to:
  - Induction, training and appraisals to meet their learning needs and to cover the scope of their work. Records reviewed showed all staff had completed training in safeguarding children and vulnerable adults, basic life support and information governance. Fire safety awareness refresher training had been scheduled for 27 July 2016.
  - We saw evidence of completed appraisals and professional development plans which ensured staff were supported in relation to their responsibilities and enabled them to deliver safe care and treatment.
- - Appropriate procedures and guidance in relation to providing safe care and treatment was available for staff to help them carry out their role.