

Dr S J Morris & Partners

Inspection report

The Surgery
Highlands
Flitwick
Bedfordshire
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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 caring?

Good 

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr Morris and Partners on 6 March 2018. The overall rating for the practice was good with requires improvement for providing caring services. The full comprehensive report on the March 2018 inspection can be found by selecting the 'all reports' link for Dr Morris and Partners on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 7 November 2018, to confirm that the practice had made the recommended improvements that we identified in our previous inspection on 6 March 2018. This report covers our findings in relation to those improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- The practice proactively identified and supported carers. There were 166 carers identified.
- The practice had identified a carers lead.

Additionally, where we previously told the practice they should make improvements, our key findings were as follows:

- There was an effective immunisation programme at the practice.
- The practice kept immunisation records of all clinical and non-clinical staff and offered vaccinations as appropriate for their role. This included seasonal administration staff and temporary staff.
- There was an effective system in place to monitor uncollected prescriptions.
- Dispensary staff audited uncollected prescriptions on a monthly basis and recorded uncollected prescriptions in patient clinical notes.
- The practice was proactive in communicating with local pharmacies to identify patients who were not collecting prescriptions at the appropriate times. Identified patients were invited for an appointment with the clinical pharmacist to discuss their compliance with medicines.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Our inspection team

This inspection was carried out by a CQC inspector.

Background to Dr S J Morris & Partners

Dr Morris and Partners provides a range of primary medical services, including minor surgical procedures from its location at Highlands, Flitwick, Bedfordshire, MK45 1DW. It is part of the NHS Central Bedfordshire Clinical Commissioning Group (CCG). The practice holds a General Medical Services contract (GMS), this is a nationally agreed contract with NHS England.

The practice serves a population of approximately 15,500 patients with higher than national average population of working age patients. The practice population is 96% white British.

The practice has a dispensary and is also a training practice and employs Registrars. A Registrar is a fully qualified and registered doctor who is completing further training to become a GP.

Information published by Public Health England rates the level of deprivation within the practice population group as ten on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The clinical team consists of three GP partners (one male and two female), eight salaried GP's (four male and four

female). The practice also employs two female practice nurses, two female healthcare assistants and a phlebotomist. The dispensary at the practice employs three pharmacists, two dispensers and a clinical services manager. The team is supported by a practice manager and a team of non-clinical, administrative staff.

The practice operates from a low-rise property, with consultations taking place on the ground floor. There is disabled access throughout. There is a car park outside the surgery, with disabled parking available.

Dr Morris and Partners is open from 8am to 6pm on Monday to Friday. When the practice is closed, out of hours services can be accessed via the NHS 111 service. Information about this is available in the practice and on the practice website.

The practice provides family planning, surgical procedures, maternity and midwifery services, treatment of disease, disorder or injury and diagnostic and screening procedures as their regulated activities.

Are services caring?

At our previous inspection on 6 March 2018, we rated the practice as requires improvement for providing caring services because:

- **There was low numbers of identified carers.**
- **Responses from patients to the national GP patient survey in relation to patients involvement in planning and making decisions about their care and treatment were mostly below local and national averages.**

At the November 2018 inspection we found that the practice had been proactive in identifying and supporting carers and the carers register had increased. The practice is now rated as good for providing caring services.

Involvement in decisions about care and treatment

- The practice had identified 166 patients that were carers. This was 1% of their patient population.

- The practice had reviewed its carers register and removed patients that were no longer carers. There was a system in place to do this routinely.
- The practice regularly reviewed its vulnerable patients register, this included those with long-term conditions, to assist in identifying carers.
- New patient registration forms asked patients if they had any caring responsibilities.
- Posters in the reception area encouraged patients to notify the practice if they were carers.
- Carers had access to vaccinations and urgent appointments as appropriate.
- Carers were referred or sign-posted to external agencies for further support as appropriate.
- The practice had employed a social prescribing practitioner and had plans to create an allotment area in order to reduce the social isolation of patients suffering from long-term conditions and their carers.