

Severn Fields Medical Practice

Inspection report

Severn Fields Health Village
Sundorne Road
Shrewsbury
SY1 4RQ
Tel: 01743281950
www.severnfields.co.uk

Date of inspection visit: 14 February 2022
Date of publication: 10/03/2022

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?		Good	
Are services effective?		Good	
Are services caring?		Good	
Are services responsive to people's needs?		Requires Improvement	
Are services well-led?		Good	

Overall summary

We carried out an announced inspection at Severn Fields Medical Practice on 14 February 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – Good

Responsive - Requires Improvement

Well-led - Good

Following our previous inspection on 14 June 2021, the practice was rated Requires Improvement overall. We rated the practice as Requires Improvement for providing Safe, Effective, Responsive and Well-led services and Good for providing Caring services.

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

Why we carried out this inspection

This inspection was a comprehensive follow-up inspection which included a site visit to follow up on a breach in: Regulation 17 Health and Social Care Act (RA) Regulations 2014 Good governance.

How we carried out the inspection

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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of 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 and face-to-face
- 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
- A site visit

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected

Overall summary

- 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 providing Safe, Effective, Caring and Well-led services and Requires Improvement for providing Responsive services.

We found that:

- The practice had developed systems and processes to assess, monitor and improve the quality and safety of the services and mitigate the risks relating to health, safety and welfare of patients had improved.
- The practice had responded to Medicine and Healthcare products Regulatory Agency (MHRA) national safety alerts and carried out audits to identify and review patients affected and taken action.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There was a system in place for reporting, investigating and sharing learning from significant events.
- Patients received care and treatment that met their needs.
- The practice had a programme of quality improvement and used information about care and treatment to make improvements.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The practice had reviewed its workforce and skill mix and staff reported they were well supported in their work and were provided with good opportunities for learning and development.
- The way the practice was led and managed promoted the delivery of high-quality care. There was a network of internal meetings held to support good governance and a focus on continuous improvement.

We have rated the practice Requires Improvement for providing Responsive services because:

- Although improvements had been made so patients could access care and treatment in a timely way, improvements needed to be fully embedded and sustained to continue to improve patient satisfaction.

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

- Review progress against actions identified in the fire risk assessment with the landlord.
- Continue to respond to patient feedback to improve their satisfaction with the appointment system and other identified areas of improvement within the national GP patients survey.
- Ensure all medicine reviews are structured to ensure they are comprehensive review of a patient's medicine.
- Ensure Patient Group Directions are authorised in a timely manner.
- Further embed Medicine and Healthcare products Regulatory Agency (MHRA) systems by running searches on historic alerts on a more regular basis to ensure continued compliance.
- Ensure all complaint responses are fully documented and include the details of the escalation process.

Following the inspection, the practice provided us with an action plan detailing how they would meet these best practice recommendations.

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

Our inspection team

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

Background to Severn Fields Medical Practice

Severn Fields Medical Practice is located in Shropshire at:

Severn Fields Health Village

Sundorne Road

Shrewsbury

Shropshire

SY1 4RQ

Severn Fields Medical Practice is registered with Care Quality Commission (CQC) as a partnership to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury and surgical procedures and provides regulated activities from this location only.

The practice is a member of the NHS Shropshire, Telford and Wrekin Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of 16,958 patients. This is part of a contract held with NHS England. The practice is part of the Shrewsbury East Primary Care Network, a wider network of GP practices that work collaboratively to deliver primary care services. The practice is a training practice.

The purpose-built practice building is made up of three floors with Severn Fields Medical Practice situated on the first floor. The building is surrounded by car parking facilities and has an automatic door at the entrance, with lifts available for patients to the first floor. The practice has six treatment rooms, an isolation room and 36 consulting rooms which are utilised for various primary care focused needs. The practice has toilet facilities situated in various locations around the practice and the building for patients and visitors. The practice administration offices are situated on the second floor. A commercial pharmacy is situated on the ground floor and is independent of the practice.

The building is a hub for many other clinics provided by other NHS organisations or Any Qualified Provider (AQP). This is a national programme which offers patients more choice. This enables patients to visit the practice for mental health, physiotherapy, ophthalmology, pain management, ante-natal services instead of having to travel to the hospital across the other side of town.

Information published by Public Health England report deprivation within the practice population group as five on a scale of 1 to 10. Level one represents the highest levels of deprivation and level 10 the lowest. According to the latest available data, the ethnic make-up of the practice area is 98% White and 0.8% Asian, 0.8% mixed, 0.2% Black, 0.2% other.

The practice is open each weekday between 8.30am to 6pm. The practice switchboard is open from 8.30am to 6pm but closed from 1pm to 2pm, however, a doctor can be contacted in an emergency during these times. The out-of-hours services are provided by Shrophire Doctors Co-operative Ltd (Shropdoc) via the NHS 111 service. Patients can also access an extended hours service during evenings and weekends provided by Darwin Health Limited.

The team consists of the following staff: six GPs, one GP trainee, a pharmacist, one home visiting practitioner, six nurses including a nurse manager, three advanced nurse practitioners, two health care assistants, one community and care co-ordinator and a counsellor. The GPs are supported by a team of 24 reception/administration staff in addition to three practice managers who provide managerial oversight.

Due to the enhanced infection prevention and control measures put in place in line with the national guidance all appointments were triaged during the height of the Covid-19 pandemic and telephone and video calls were mainly offered. From 1 October 2021 the practice reverted to offering face-to-face appointments, unless a patient requested otherwise. Any requests for a home visit were entered on a triage list for a GP to make a clinical decision as to whether a home visit was necessary.

Further information about the practice is available via their website at: www.severnfields.co.uk