

Primary Care Today Limited

Quality Report

Muglet Lane
Rotherham
S66 7NA
Tel: 01709 817902
Website:

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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



Are services effective?

Summary of findings

Contents

Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

Detailed findings from this inspection

Our inspection team	4
Background to Primary Care Today Limited	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	5

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Primary Care Today Ltd on 8 November 2016. The overall rating for the practice was Good but with Requires Improvement for safety. The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for Primary care Today Ltd on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 6 September 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 8 November 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as Good.

Our key findings were as follows:

- The provider had ensured all areas of the practice were clean and well maintained. The nurse's treatment room had been refurbished since the last inspection. Standards of cleaning had been monitored to ensure all tasks were undertaken in line with the cleaning schedule.

- The chaperone policy and procedure had been reviewed and further developed to include arrangements and expectations relating to recruitment checks and requirement for staff to record chaperoning in patient records, although the requirement for staff to have received training in this area had not been included.
- Storage of blank prescriptions in printers overnight had been reviewed and improved in line with the NHS Protect guidance.
- Records were available to confirm that all staff had completed regular training in resuscitation to the level appropriate to their role.
- Systems had been implemented to record discussions at all practice meetings.
- Prior to the inspection we identified from 2016/17 data the practice had below average cancer referrals. We looked at this as part of the inspection and found the practice had put systems in place to improve.

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?

We saw improvements had been made since the last inspection and the practice is now rated as good for providing safe services.

- The provider had ensured all areas of the practice were maintained in a clean and well maintained condition. The nurse's treatment room had been refurbished since the last inspection.
- Standards of cleaning had been monitored to ensure all tasks were undertaken as per the cleaning schedule.
- The chaperone policy and procedure had been reviewed and further developed to include arrangements and expectations relating to recruitment checks and requirements for staff to record in patient records, although the requirement for staff to have received training in this area had not been included.
- Storage of blank prescriptions in printers overnight had been reviewed and improved in line with the NHS Protect guidance
- Records were available to confirm that all staff had completed regular training in resuscitation to the level appropriate to their role.

Good



Are services effective?

Primary Care Today Limited

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector.

Background to Primary Care Today Limited

The practice is privately owned by Primary Care Today Ltd and operated by Dr Z A Khan. The practice is also known as The Queens Medical Centre.

Primary Care Today Ltd is based in a detached building that was purpose built in 1989. There is on-site parking for up to eight vehicles including disabled parking.

The practice provides Personal Medical Services (PMS) for 1,513 patients in the NHS Rotherham Clinical Commissioning Group (CCG) area. They have a slightly higher than average patient numbers in the 5 to 30 year old age group and 45 to 60 year old age group. The practice is located in one of the second most deprived areas nationally.

There is one full time male GP and one female locum GP. There is a practice nurse and a small administration team led by a practice manager who is also the phlebotomist.

The practice opens as follows:

The reception is open Monday to Friday 8am to 6.30pm and on Mondays is open until 7.30pm

Surgeries are held 9 am to 11am, Monday to Friday, and Monday 4pm to 7.30pm, Tuesday 1pm to 3pm, Wednesday 3pm to 5.30pm and Thursday and Friday 4pm to 6pm.

Access to out of hours care is provided by NHS 111.

Why we carried out this inspection

We carried out an announced comprehensive inspection at Primary Care Today Ltd on 8 November 2016. The overall rating for the practice was Good but with requires improvement for safety. The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for Primary care Today Ltd on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 6 September 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 8 November 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

How we carried out this inspection

During our visit we:

- Spoke with a range of staff (Practice manager and practice nurse) and spoke with patients who used the service.
- Looked at information the practice used to manage the practice.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 8 November 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of maintenance of the building and cleanliness and infection control were not adequate.

These arrangements had improved when we undertook a follow up inspection on 6 September 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

- The nurse's treatment room had been improved and refurbished since the last inspection. New flooring and fixtures and fittings such as cupboards had been provided and the room had been redecorated. The cupboard used to store cleaning equipment and clinical waste had been reorganised to minimise the risk of cross infection. However, the permeable concrete floor in the cupboard may compromise the effectiveness of cleaning. The practice manager told us they would improve the flooring in this area.

- Standards of cleaning had been monitored to ensure all tasks were undertaken in line with the cleaning schedule.
- The chaperone policy and procedure had been reviewed and further developed to include arrangements and expectations relating to recruitment checks and requirements for staff to record chaperoning in patient records. Although staff training in this area had been provided, the requirement for staff to have received training in this area prior to acting as a chaperone had not been included in the procedure.
- Storage of blank prescriptions in printers overnight had been reviewed and improved in line with the NHS Protect guidance

Arrangements to deal with emergencies and major incidents

- Records were provided to confirm that staff had completed regular training in resuscitation to the level appropriate to their role.

Are services effective?

(for example, treatment is effective)

Our findings

As part of the inspection we followed up a concern about cancer referral rates.

Prior to the inspection we identified from 2016/17 data the practice had below average cancer referrals. We discussed this with staff who had completed an audit of cancer referrals over the past two years and had put systems in place to improve this area. For example, we saw from the

second audit there was a 15% improvement in patients 25 to 49 years of age participating in the cervical screening programme and an 8% increase in patients 50 to 64 years of age for cervical screening. There was also a 38% increase with patients been screened for bowel cancer over a 2 year period. The practice had achieved the improvements by focusing on patient education and providing leaflets in reception. Reminders and recalls had also been added to patient's records to assist the practice nurse to monitor patients.