

Whyburn Medical Practice

Inspection report

Curtis Street
Hucknall
Nottingham
NG15 7JE
Tel: 01158832150

Date of inspection visit: 07 April 2022
Date of publication: 19/05/2022

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? | | Good |  |
| Are services well-led? | | Good |  |

Overall summary

We carried out an announced inspection at Whyburn Medical practice on 07 April 2022 Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

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

Why we carried out this inspection

This inspection was a comprehensive inspection as part of our inspection programme. The service formally registered as a new provider with the CQC on 15 September 2019.

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
- 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 short 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
- 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

Overall summary

We found that:

- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- Staff had the skills, knowledge and experience to carry out their roles.
- Patients taking regular medicines and those with long term conditions were not always being monitored in line with national guidance.

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

- In order to improve access, continue to monitor staffing levels at the practice.
- Continue to take action to ensure effective monitoring of patients diagnosed with long term conditions.
- Improve uptake rates for childhood immunisations and cervical screening.

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 spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Whyburn Medical Practice

Whyburn Medical practice is located in Hucknall Nottingham at:

Curtis Street

Hucknall

Nottingham

NG15 7JE

Tel: 0115 8832150

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Nottinghamshire Clinical Commissioning Group (CCG) and delivers Alternate Provider Medical Services (APMS) to a patient population of about 12,555. This is part of a contract held with NHS England. The practice also provides minor surgery operations. As part of this contract the practice provides care to patients at Nottingham Brain Injury Rehabilitation and Neurological Care Centre.

The practice is part of a wider network of GP practices called the Byron primary care network (PCN).

The age distribution of the practice population closely mirrors the local and national averages.

There is a team of four salaried GPs who are supported by advanced nurse practitioners, practice nurses and health care assistants. The nursing team provide nurse led clinics for long-term conditions. There is a team of receptionists, medical secretaries and data quality providing administration support. The practice is led by a lead GP, practice manager and assistant practice manager who provide managerial oversight. The practice team is supported by a higher regional team which comprises of a managing director, medical director estates team and nursing leads.

The practice is also supported by a pharmacist, a paramedic and social prescribers who are employed through the local primary care network.

Extended access is provided by the practice, where early morning, evening and weekend appointments are available. Out of hours services are provided by NEMS GP out of hours service.