

Dr HP Borse & Partner

Inspection report

Meir Primary Care Centre
Weston Road
Stoke On Trent
ST3 6AB
Tel: 03001230903
www.drborseandpartner.nhs.uk

Date of inspection visit: 9 August 2023
Date of publication: 12/09/2023

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?

Requires Improvement 

Are services effective?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at Dr HP Borse & Partner on 9 August 2023. Overall, the practice is rated as good.

Safe - requires improvement.

Effective -good.

Responsive – good.

Well-led – good.

Following our previous inspection on 21 September 2022, the practice was rated requires improvement overall in particular safe, effective and well led.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr HP Borse & Partner on our website at www.cqc.org.uk

Why we carried out this inspection.

We carried out this inspection to follow up breaches of regulation from a previous inspection.

The focus of our inspection included:

- Safe, effective, responsive and well led domains.
- A follow up on the breaches of regulations and advisory actions identified in our previous inspection.

How we carried out the inspection.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A site visit.
- Staff feedback questionnaires.

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.

Overall summary

We found that:

- Improvements had been made in the majority of areas identified at the last inspection 21 September 2022 as requiring improvement. However, there were some improvements to be made in the practice systems for recruitment.
- Patients received effective care and treatment that met their needs.
- Patients could access care and treatment in a timely way.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Medicines and Healthcare products Regulatory Agency alerts were not always promptly actioned.
- Blood monitoring test results were not always either downloaded into the practice electronic systems or documented within the consult record prior to repeat prescribing for disease-modifying anti-rheumatic drugs (DMARDs). The dose of medicine prescribed also did not include day of week in this was to be taken.
- 8 out of 20 patients prescribed a potassium sparing diuretic had not been in receipt of the required monitoring.
- Asthma medicine review consultation records lacked detail.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

We found a breach of regulations. The provider **must**:

- Ensure recruitment procedures are established and operated effectively to ensure only fit and proper persons are employed.

The provider **should**:

- Take action to improve cervical screening uptake.
- Implement a system to improve patient compliance with medicine monitoring.
- Consider the practice nurse workload when workforce planning.
- Evaluate the effectiveness of the new management systems instigated and ensure these become embedded and are sustained.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health 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 Dr HP Borse & Partner

Dr HP Borse & Partner is located at:

Meir Primary Care Centre,

Weston Road,

Meir,

Stoke-on-Trent,

ST3 6AB.

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 Stoke on Trent Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 4,820. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second lowest decile (two of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is, Asian 3%, Black 1%, 1.4% Mixed, Other 0.2%, and 94.5% white.

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

There is a team of two GP partners and regular long term locum GPs. The practice has a part time practice nurse and a healthcare support worker. They practice uses a regular long term locum nurse and healthcare support worker. The GPs are supported at the practice by a practice manager, reception manager and administration/reception staff.

The practice is open between 8am to 6.30pm Monday, Tuesday, Wednesday and Friday and 8am to 1pm on Thursdays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Enhanced access is provided locally by the local GP Federation, where late evening and weekend appointments are available. Out of hours services are provided via NHS 111.

Further information about the practice can be found on their practice website: www.drborseandpartner.nhs.uk