

Greens Norton Medical Centre

Inspection report

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www.greensnortonandweedonmedicalpractice.co.uk Date of publication: 28/02/2020

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 caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

Overall summary

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Safe
- Effective
- Caring
- Responsive
- Well-led

At the last inspection in October 2015 we rated the practice as good overall.

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.

We rated the practice as **requires improvement** for providing safe services because:

- Recorded fridge temperatures, over a period of time, indicated that medicines had not been stored safely within the practice.
- Gaps in recruitment checks had not been addressed by the provider prior to our inspection.
- There was a lack of records in relation to staff immunisations.

- Significant events were not being recorded and reviewed to identify themes and trends.

We rated the practice as **good** for providing effective, caring, responsive and well-led services because:

- 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.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

(Please see the specific details on action required at the end of this report).

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

Background to Greens Norton Medical Centre

Greens Norton Medical Centre is located in Northamptonshire and has a branch practice called Weedon Medical Practice. Both sites have a dispensary within them and serve the residents of Greens Norton and the surrounding villages.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, family planning, maternity and midwifery services and treatment of disease, disorder or injury.

The practice offers Primary Medical Services under contract with Nene Clinical Commissioning Group (CCG). The practice and branch has nine partners, two salaried GPs, one advanced nurse practitioner, one prescribing nurse, four practice nurses, four healthcare assistances and a team of administrators and dispensers.

Greens Norton is a registered training and teaching practice and provides training to GP registrars. GP registrars are qualified doctors who are training to become a GP through a period of working and training in a practice. The practice also trains newly qualified doctors as part of the general postgraduate medical training programme which forms the bridge between medical school and specialist/general practice training.

The practice population is pre-dominantly white British with 25% of patients over the age of 65 years. National data indicates the area is one of low deprivation. The practice has approximately 13,665 patients.

When the practice is closed out-of-hours services are provided by the Northamptonshire GP Out of Hours service which is run by Integrated Care 24 and can be accessed via the NHS 111 service.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	Regulation 12 HSCA (RA) Regulations 2014 Safe care and Treatment
Maternity and midwifery services	Care and treatment must be provided in a safe way for service users
Surgical procedures	How the regulation was not being met:
Treatment of disease, disorder or injury	<p>The provider had failed to ensure the proper and safe management of medicines;</p> <ul style="list-style-type: none">• Medicines were not being safely stored due to ineffective oversight of the cold chain.• Staff immunisations were not being recorded by the practice.• Significant events were not being reviewed to look for themes and trends. <p>The provider had failed to ensure that persons providing care or treatment to service users have the qualifications, competence, skills and experience to do so safely:</p> <ul style="list-style-type: none">• The provider could not demonstrate that all required recruitment checks had been completed prior to staff commencing their roles. <p>This was in breach of Regulation 12 (1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>