

Bartholomew Medical Group

Quality Report

Goole Health Centre
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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



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of this practice on 1 March 2016. A breach of legal requirements was found. After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014:

Fit and proper persons employed

How the regulation was not being met:

Recruitment arrangements did not include all necessary employment checks for all staff.

Regulation 19(3)(a) schedule 3

This inspection was a desk-based review carried out on 19 January 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 1 March 2016. This report covers our findings in relation only to those requirements.

The full comprehensive report on the Month Year inspection can be found by selecting the 'all reports' link for Bartholomew Medical Group on our website at www.cqc.org.uk.

Overall the practice is rated as good.

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?

The practice is rated as good for providing safe services.

There had been concerns at the previous inspection that whilst the practice had clearly defined processes and practices in place they were not always followed in regard to recruitment of staff. There was not always proof of neither the person's identification nor 2 references in place.

We checked and found that improvements had been made. The practice was following their own systems and processes to ensure that all the necessary employment recruitment checks were undertaken. The practice had included a check list in the personnel files which covered all the information required for recruitment. Documentation had been provided to show those checks had been carried out.

Good



Bartholomew Medical Group

Detailed findings

Our inspection team

Our inspection team was led by:

An inspector carried out this desk based focussed inspection.

Background to Bartholomew Medical Group

Bartholomew Medical Group based in Goole Health Centre is located on the Goole Hospital site in Goole, East Riding of Yorkshire. The practice has a branch site on Swinefleet Road in Goole, the main practice and branch site were visited during the inspection. It is part of the East Riding of Yorkshire Clinical Commissioning Group. The total practice population is 15996.

The proportion of the practice population in the 65 years and over age group is slightly above the England average. The practice population in the under 18 age group is the same as the England average. The practice scored five on the deprivation measurement scale. The deprivation scale goes from one to ten, with one being the most deprived. The overall practice deprivation score is higher than the England average. People living in more deprived areas tend to have a greater need for health services.

The staff team comprises seven GP partners, three female and four male. The clinical practice team includes three nurse practitioners, five practice nurses, and three health care assistants. The practice is managed and supported by a Business Manager, a Practice Manager, Office Manager, Reception Manager and a team of secretaries, administration and receptionist staff.

The practice is a teaching practice for medical students from the Hull York Medical School and a training practice for GP registrars. There are two GP registrars working at the practice.

The practice is open Monday to Friday 8am to 6pm (excluding bank holidays). Extended opening hours are provided on Monday evenings 6.30pm to 7.30pm, Wednesday mornings 7.30am to 8am and Saturday mornings 8.30am to 11.30am for booked appointments only. The practice offers appointments that can be booked in advance. Urgent appointments are available for patients that need them. The surgery is located immediately next to the out-of-hours provision for the area.

The practice provides a number of clinics, for example long-term condition management including asthma, diabetes and chronic obstructive pulmonary disease. It also offers childhood immunisations, minor surgery and travel vaccinations. It is a yellow fever centre. A clinic for over-the-counter medicines and alcohol addiction is hosted by the practice. The practice offers health checks to its patients, and also to patients who are not registered with them. The practice has a GMS contract with NHS England and it also provides some Direct Enhanced Services to its patients.

Why we carried out this inspection

We undertook a follow up desk based focused inspection of Bartholomew Medical Group on 19 January 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

Detailed findings

How we carried out this inspection

We carried out a desk-based focused inspection of Bartholomew Medical Group on 19 January 2017. This involved reviewing evidence that:

- The practice was following their own systems and processes to ensure that all the necessary employment recruitment checks were undertaken.

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 1 March 2016 there had been concerns that whilst the practice had clearly defined processes and practices in place they were not always followed in regard to recruitment of staff. We looked at 4 staff files and found that there was not always proof of neither the person's identification nor 2 references in place.

These arrangements had significantly improved when we undertook a follow up inspection on 19 January 2017. The practice had included a check list in the personnel files which covered all the information required for recruitment.

The check list included proof of eligibility for UK employment, photographic proof of identity, current DBS check, 2 references, satisfactory documentation of relevant qualifications, full employment history including a satisfactory explanation for any gaps in employment and information about any health conditions which could be relevant to the person's ability to work.

This check list showed the date when each individual piece of information had been obtained and had then been signed by the practice manager.

The practice is rated as good for providing safe services.