

# Stenhouse Medical Centre





## Inspection report

66 Furlong Street  
Arnold  
Nottingham  
NG5 7BP  
Tel: 01159673777

Date of inspection visit: 13 July 2022  
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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 location		Good	
Are services safe?		Good	
Are services effective?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced inspection at Stenhouse Medical Centre on 13 July 2022. Overall, the practice is rated as Good.

The ratings for each key question:

Safe - Good

Effective - Good

Caring – Not inspected

Responsive – Not inspected

Well-led - Good

Following our previous inspection on 13 July 2016, the practice was rated Good overall and for all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Stenhouse Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

This inspection was a focused review of information:

- We reviewed the key questions of safe, effective and well-led in line with our inspection methodology.
- The ratings for the caring and responsive key questions were carried forward from our previous inspection as we had no concerns to indicate that these needed to be reviewed.

## 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 reduce the 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

# Overall summary

## 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

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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 adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Complete safeguarding level two training for all non-clinical staff who have contact (however small) with children, young people and/or parents/carers or adults who may pose a risk to children.
- Ensure all non-clinical staff complete training on sepsis awareness, and source additional training for the designated practice infection control lead.
- Continue to collate evidence of the practice team's immunisation status.
- Implement an updated and effective recall system for patients.
- Develop a process that provides historic medicines alerts to be kept under review.
- Improve staff recruitment records by checking qualification certificates for all staff.
- Continue to address the backlog of patient notes requiring summarisation.

**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 Stenhouse Medical Centre

Stenhouse Medical Centre is located in Nottinghamshire at:

66 Furlong Street

Arnold

Nottingham

NG5 7BP

The practice has no branch surgeries.

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

The practice is situated within the NHS Nottingham and Nottinghamshire Integrated Care Board and delivers Personal Medical Services (PMS) to a patient population of approximately 12,300. This is part of a contract held with NHS England. An Integrated Care Board (ICB) is a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS.

The practice is part of a wider network of GP practices in the Arnold and Calverton Primary Care Network (PCN). One of the GP partners at Stenhouse Medical Centre is the Clinical Director of the PCN.

Information published by Public Health England shows that deprivation within the practice population group is in the fourth least deprived decile (seven 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 93% White, 3% Asian, 1.5% Black, and 2.5% Other.

The age distribution of the practice population shows a higher percentage of patients aged 60 and over, and a lower percentage of working-age patients when compared with local and national averages.

There are five GP partners, five salaried GPs, and at the time of our inspection, there were three GP registrars who provide care at the practice. The GPs are supported by two advanced nurse practitioners. The practice nursing team comprises of three practice nurses and three health care assistants who provide nurse-led clinics for long-term conditions. The clinical team are supported at the practice by a team of 14 reception and administration staff managed by a reception team leader. A practice business manager provides managerial oversight across the whole service. There was also a team of four employed ancillary staff to ensure the building was maintained and cleaned to a high standard.

Stenhouse Medical Practice is a training practice for fully qualified doctors (registrars) who wish to pursue a career in general practice. These doctors work at the practice for up to one year and help to foster a learning environment. The practice also accommodates medical and nursing student placements.

The practice also had access to additional healthcare professionals via their PCN, this included two first contact physiotherapists, a pharmacist, a mental health OT and pharmacy technician.

The practice is open 8am to 6.30pm on a Monday and 7am to 6.30am Tuesday to Friday. The hours between 7am and 8am are part of the extended access scheme and pre bookable appointments are available between these times. The practice offers a range of appointment types, including book on the day, telephone consultations, online consultations and advance appointments.

The practice work collaboratively with other practices in the locality to provide extended access at the evening, weekends and bank holidays, something which is currently under review as part of the PCN enhanced access scheme. Out-of-hours services are provided by NEMS Community Benefit Services Limited (NEMS) via the 111 service.