

# Clifton Medical Practice

## Inspection report

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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.

# Overall summary

We carried out an announced focussed inspection at Clifton Medical Practice on 17 December 2019 to assess any ongoing risk to patients in respect of managing high risk medicines following an incident that occurred at the practice.

The practice was last inspected on 24 November 2014, and the report was published on 9 April 2015. The full report can be found on the CQC website

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 and other organisations.

At this inspection, we did not find any patient safety concerns in relation to the management of high risk medicines. Our key findings at this inspection were:

- There was a process for the management of high risk medicines (for example, warfarin, methotrexate and lithium) with appropriate monitoring and clinical review prior to prescribing.
- Prescriptions for high risk medicines were issued by appropriately trained staff only and alerts were entered onto the clinical system to highlight this. Staff we spoke to, including administration staff, were aware of this.

- Recalls were set at the appropriate intervals as recommended by national guidelines. The practice issued reminders on coloured paper attached to prescriptions for patients due for review, and reduced the medicines supply after two reminders to encourage patients to attend reviews.
- All patient contacts were recorded on the clinical system. All staff involved in the process of managing patients on high risk medicines had received training delivered by the practice with documented procedures in place. This included staff involved in reviewing pathology results.
- The practice undertook recent clinical audits to monitor quality improvement in their management of patients on high risk medicines, which showed patients were managed appropriately. We reviewed a random sample of 18 records of patients on high risk medicines (methotrexate, lithium, warfarin and azathioprine), and found these were managed appropriately.

Whilst we found no breaches, the provider should:

- Review the documented procedures to be more explicit about individual roles and timescales for completing specific tasks.

## Our inspection team

Our inspection was carried out by a CQC inspector and a GP specialist adviser.

## Background to Clifton Medical Practice

Clifton Medical Practice provides primary medical care services to approximately 8,000 patients. The practice is based in a building close to the centre of Clifton on the outskirts of the city of Nottingham.

The practice does not offer a dispensary service. However, patients can access medicines from an independent pharmacy located within the same building as the practice.

The practice has a General Medical Services (GMS) contract with NHS England. This is a contract for the practice to deliver primary care services to the local community or communities.

There are six GPs at the practice (three female and three male) and one GP retainer (female). In addition, the nursing team comprises an advanced nurse practitioner, three practice nurses and three healthcare assistants. The clinical team are supported by the practice manager, assistant practice manager and an administrative team.

Clifton Medical Centre has opted out of providing out-of-hours services to its own patients. Out-of-hours services are provided by Nottingham Emergency Medical Services – NEMS, via the NHS 111 service.