

# RHR Medical Centre

## Inspection report

Calverton Drive  
Strelley  
Nottingham  
Nottinghamshire  
NG8 6QN  
Tel: 01159797910  
[www.beechdalesurgery.co.uk](http://www.beechdalesurgery.co.uk)

Date of inspection visit: 8 Jan 2020  
Date of publication: 12/02/2020

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.

# Overall summary

We carried out an announced focussed inspection of RHR Medical Centre on the 8th January 2020. This inspection was undertaken to follow up on breaches of regulations which had been identified at our previous inspection in October 2019 in relation to governance, therefore the practice was not rated at this inspection.

The warning notice that we issued in October 2019 required the practice to achieve compliance with the regulations by the 10th December 2019.

The practice is currently rated as **Requires Improvement** which remains unchanged until we undertake a full comprehensive inspection of the practice.

Previous reports for this provider can be accessed on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

At this inspection we found that the requirements of the warning notice had been fully met.

Our key findings across the areas that we inspected for this focussed inspection were as follows:

- There was a system to ensure that patients requiring appointments were assessed and directed to an appropriate service if they were not able to be seen within the practice.

- We saw evidence of accurate, complete and comprehensive records on patient's clinical records. There were complete audit trails to follow for patient care received at the practice. The practice had implemented policies and training to ensure staff documented all contact with patients.
- There was a policy in place to ensure that patients with urgent medical conditions were signposted appropriately. We saw evidence of this being followed by staff.
- Follow up appointments were scheduled and attended if required.
- There were systems and audits in place for the oversight of prescribing within the practice.

**Details of our findings are set out in the evidence table.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team consisted of a lead CQC inspector and GP Specialist Advisor.

## Background to RHR Medical Centre

RHR Medical Centre provides primary medical services to approximately 4,800 patients in the Strelley area of Nottingham. The practice is located at Calverton Drive, Strelley, Nottinghamshire, NG8 6QN.

The provider is registered for the provision of the following regulated activities from RHR Medical Centre:

Diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures, treatment of disease, disorder or injury.

RHR Medical Centre is part of JRB Healthcare which includes one other GP practice located within a close radius. Both practices hold a Primary Medical Services (PMS) contract with Nottingham City Clinical Commissioning Group (CCG) and each has a separate patient list. JRB Healthcare is registered with the Care Quality Commission (CQC) as a partnership between a GP and an advanced nurse practitioner.

RHR Medical Centre is situated in an area of high deprivation falling into the most deprived decile,

meaning that there is a greater demand for health services. Income deprivation affecting children and older people is above the local clinical commissioning group (CCG) and national averages.

The clinical team working at RHR Medical Centre comprises of regular GP locums, a practice nurse and a healthcare assistant. A full-time practice manager and a team of reception and administrative staff support the clinical team.

The practice is open between 8am to 6.30pm Monday to Friday. Patients could access extended access appointments at the other practice within JRB Healthcare or at GP+ based in Nottingham City Centre which is a local federation who offer extended access.

When the practice is closed out-of-hours GP services are provided by Nottinghamshire Emergency Medical Services (NEMS) which is accessed by telephoning the NHS 111 service.