

# Dr Robinson & Partners

## Inspection report

Kidsgrove Medical Centre  
Mount Road, Kidsgrove  
Stoke On Trent  
Staffordshire  
ST7 4AY  
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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 summary

We previously carried out an announced comprehensive inspection at Dr Robinson & Partners on 27 November 2018 as part of our inspection programme. The practice was rated inadequate, placed into special measures and a warning notice in relation to good governance was issued. The full comprehensive report on the November 2018 inspection can be found by selecting the 'all reports' link for Dr Robinson & Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We carried out an announced focused inspection at Dr Robinson & Partners on 25 January 2019 to ensure that the issues identified in the warning notice had been addressed.

**This report only covers our findings in relation to the warning notice.**

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.
- information from the provider, patients and other organisations.

We found that:

- Learning from complaints and significant events had been used to improve care and treatment and a system of sharing the learning with staff had been put in place.
- Staff we spoke with were aware of the practice's vision and values.
- A system had been implemented to obtain the views of patients who used the service.
- Staff had been provided with appraisals and staff meetings had been implemented.
- A system had been implemented to monitor and ensure that staff received the required training as identified by the practice.
- Policies and the business continuity plan had been updated to reflect current guidance.
- The practice worked with different teams and organisations in delivering care and treatment to patients with long-term conditions and patients nearing the end of their lives.

- Systems had been put in place to review and act on Medicines and Healthcare products Regulatory Agency alerts.
- Systems had been put in place to monitor that patients experiencing severe mental health received the appropriate care and treatment.
- A legionella risk assessment had been completed to mitigate potential risks to patients. However, evidence of the mitigating actions taken was not fully documented.
- The system to monitor that staff had the appropriate immunity to health care acquired infections was not effective.
- All the required recruitment documentation for the recruitment of locum GPs was not available.
- A system to track prescription stationery used in printers throughout the practice had been implemented. However, the system to track prescription pads was not effective.

At this inspection, we found that the provider had satisfactorily addressed most of the issues identified in the warning notice. However, there were areas where the provider remains in breach and **must** make improvements that we will follow up at our next inspection:

- Ensure that the mitigating actions taken to prevent legionella are fully documented.
- Ensure that the system for tracking prescription pads is effective.
- Ensure that systems for the recruitment of locum GPs are effective.
- Ensure that the system to monitor that staff have the appropriate immunity to health care acquired infections are effective.

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

**Professor Steve Field** CBE FRCP FFPH FRCGP Chief Inspector of General Practice

## Population group ratings

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

## Background to Dr Robinson & Partners

Dr Robinson & Partners is located at Kidsgrove Medical Centre, Mount Road, Kidsgrove, Stoke-on-Trent, Staffordshire, ST7 4AY. The practice has good transport links and there is a pharmacy located nearby.

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

Dr Robinson & Partners is situated within the North Staffordshire Clinical Commissioning Group (CCG) and provides services to approximately 6,856 patients under the terms of a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services to the local community.

The practice employs two male GP partners, a female salaried GP, two advanced nurse practitioners, two practice nurses, two health care support assistants, an elderly care facilitator, a practice manager and eight administrative staff covering a range of hours.

The practice area is one of low deprivation when compared with the national and local CCG area. Demographically the practice population distribution is comparable with the CCG and national averages. The general practice profile shows that the percentage of patients with a long-standing health condition is 51% which is comparable with the local CCG average of 55% and national average of 51%. National General Practice Profile describes the practice ethnicity as being 98.2% white British, 0.6% Asian, 0.2% black, 0.9% mixed and 0.1% other non-white ethnicities. Average life expectancy is 78 years for men and 83 years for women compared to the national average of 79 and 83 years respectively.