

# Fusehill Medical Practice

## Inspection report

Fusehill Street  
Carlisle  
CA1 2HE  
Tel: 01228527559

Date of inspection visit: N/A  
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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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

We carried out an announced review at Fusehill Medical Practice on 18 June 2021 to review the actions taken comply with Regulation 17(1) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

The practice was previously inspected in October 2020 in response to concerns and was issued with a requirement notice against the aforementioned regulation. At that time we did not consider the ratings of the practice due to our inspection methodology during the pandemic.

## Why we carried out this review:

This review was a focused review of information without undertaking a site visit to follow up on:

- Areas of concern, including a breach of regulation and 'shoulds' identified at the previous inspection.

## How we carried out the review:

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 reviews differently.

This review was carried out in a way which enabled us to spend a minimum 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

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 found that:

- Action had been taken to address the gaps in systems to assess, monitor and manage risks to patient safety;
- A locally-based GP had been appointed to the role of clinical director at the practice. This GP had management responsibilities but also undertook clinical sessions. This was in response to higher-than-average use of locum GPs and insufficient clinical oversight at the practice, which we saw in October 2020;
- Designated lead roles had now been established for the safe handling of requests for repeat medicines and structured medicines reviews. The practice was working closely with the clinical commissioning group to improve in this area;
- The clinical director provided continuous oversight to ensure there was a designated lead person to monitor referrals, discharge letters, and test results to make sure they were regularly checked and actioned;
- The safeguarding register had been audited and updated and regular safeguarding meetings with other relevant agencies were taking place.

The areas where the provider **should** make improvements are:

# Overall summary

- Continue to work towards improving the number of patients who have received a timely medication review in line with their needs.

**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

## Population group ratings

|  |                      |   |
|--|----------------------|---|
| <b>Older people</b>  | <b>Not inspected</b> |  |
| <b>People with long-term conditions</b>  | <b>Not inspected</b> |  |
| <b>Families, children and young people</b>                                     | <b>Not inspected</b> |  |
| <b>Working age people (including those recently retired and students)</b>      | <b>Not inspected</b> |  |
| <b>People whose circumstances may make them vulnerable</b>                     | <b>Not inspected</b> |  |
| <b>People experiencing poor mental health (including people with dementia)</b> | <b>Not inspected</b> |  |

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

## Background to Fusehill Medical Practice

Fusehill Medical Practice is registered with CQC to provide Primary Medical Services to approximately 8,300 patients from one location:

- Fusehill Medical Centre, Fusehill Street, Carlisle, Cumbria, CA1 2HE.

We visited this location on the day of the inspection in October 2020. For this inspection in June 2021 the inspection was completed remotely.

Fusehill Medical Centre is accessible for people with disabilities. Limited onsite parking is available and as such the practice encourages patients to reserve this for patients with disabilities. The area covered by the practice is within the city boundaries of Carlisle.

The practice is in an area which is ranked in the fifth most deprived decile. The practice population is in line with national averages, with a slightly lower number of patients over 65 and a slightly higher number of patients aged between the age of five and 18 than the local average.

According to information held on the CQC Insight tool the practice employs 4.4 full-time equivalent (FTE) GPs (which includes 3.1 FTE permanent staff and 1.3 FTE locums); 3.6 FTE nurses; 10 FTE non-clinical and admin staff; and 2.1 FTE direct patient care staff. The percentage of locums used at the practice is 29.1% compared to a local average of 3.8%.