

Botley Medical Centre

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.

Ratings

Overall rating for this location

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced follow up comprehensive inspection at Botley Medical Centre on Thursday 17 October 2019. This inspection was undertaken to check whether the practice had taken the action they told us they would take, from action plans submitted, to meet the regulation we found had been breached during our last two day inspection on 26 March 2019 and 2 April 2019.

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 continued to rate this practice as requires improvement overall. It is rated good for all population groups.

This rating arises because the key questions at this inspection are rated as follows:

Are services safe? – Requires improvement

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Requires improvement

We found that:

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- Some improvements had been achieved in operating safe recruitment processes, responding to safety alerts and addressing patient feedback.

We rated the practice as **requires improvement** for providing safe services because:

- The practice did not always provide care in a way that kept patients safe and protected them from avoidable harm. The processes in place to manage prescribing of high risk medicines were not operated effectively or consistently.

We rated the practice as **requires improvement** for providing well-led services because:

- The practice continued to fail to have clear and effective processes for managing risks, issues and performance. The processes in place to identify, assess and mitigate risks to patient safety were not always operated effectively.

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

- Ensure that care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Evaluate the work underway to improve uptake of cancer screening programmes to identify whether there is an increase in uptake.







(Please see the specific details on action required at the end of this report).

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BS BM BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

The inspection team comprised a CQC lead inspector and a CQC GP specialist advisor.

Background to Botley Medical Centre

Botley Medical Centre provides GP services across two practice sites situated in the Oxford area and is one of the practices within Oxfordshire Clinical Commissioning Group (CCG).

Services are provided from both practice sites:

- Botley Medical Centre, Elms Road, Botley, Oxford, OX2 9JS (main site).
- Kennington Health Centre, Kennington Road, Oxford, OX1 5PY (branch site).

We visited Botley Medical Centre during this inspection.

The practice website is:

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The practice is registered by the Care Quality Commission (CQC) to carry out the following regulated activities: diagnostic and screening procedures, maternity and midwifery services, and treatment of disease, disorder or injury.

Botley Medical Centre and Kennington Health Centre (the branch practice) merged in April 2017 and provide primary medical services to approximately 16,500 patients in a mainly suburban area. The practice provides medical services to the students at Harcourt Hill campus of Oxford Brookes University. The area has lower deprivation among its population, and a lower ethnic diversity compared to other parts of Oxford City.

There are four GP partners, three salaried GPs and one long term locum GP at the practice. One GP is male and seven female. The clinical team includes an advanced nurse practitioner, two practice nurses, a clinical pharmacist and three health care assistants. The clinical team are supported by a business manager, practice manager and a team of administration and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours surgeries are offered on Monday from 7am to 8am for GP telephone and from 7.30am to 8am for nurse appointments, and from 6.30pm to 7.30pm for GP telephone appointments, on Tuesdays from 7.30am to 8am for nurse appointments, and on Thursdays from 7am to 8am for GP appointments and on Thursday between 6.30pm and 8pm for GP telephone appointments. Appointments can be booked up to six weeks in advance and urgent appointments are also available on the day. The practice also provides out of hours appointments between 6.30pm and 8.30pm Monday to Friday and on Saturday and Sunday, in collaboration with OxFed at locations across the City, appointments are available at Botley on Sundays.

The practice has opted out of providing out of hours services to their patients. There are arrangements in place for services to be provided when the practice is closed and these are displayed at the practice, in the practice information leaflet and on the patient website.

Occasionally out of hours services are provided during protected learning time by Primary Medical Limited, who also provide out of hours service after 6:30pm, weekends and bank holidays. This service is accessed by calling NHS 111.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p> <p>How the regulation was not being met:</p> <p>The registered person had systems or processes in place that were operating ineffectively in that they failed to enable the registered person to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk:</p> <ul style="list-style-type: none">• The sources of data available to manage risk were not known by leaders in the practice during the inspection period.• Production of timely and accurate data was dependant upon too few staff in the practice and leaders did not identify that the system in place to provide reliable information lacked resilience.• Leaders were unable to provide accurate information when this was required to prove safe management of high risk medicines.

Regulated activity	Regulation
Diagnostic and screening procedures Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>Care and treatment must be provided in a safe way for service users.</p> <p>How the regulation was not being met:</p>

This section is primarily information for the provider

Requirement notices

- There was inconsistent safe management of medicines. Specifically: the practice was unable to identify accurate data to support ongoing prescribing of high risk medicines
- Clinical staff were unclear on the numbers of patients prescribed high risk medicines who had not received appropriate monitoring of their prescribing at the time of inspection.