

Botley Medical Centre

Quality Report

Elms Road

Botley

Oxford

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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 service

Good



Are services well-led?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Botley Medical Centre on 23 September 2015. The overall rating for the practice was requires improvement. The full comprehensive report on the September 2015 inspection can be found by selecting the 'all reports' link for Botley Medical Centre on our website at www.cqc.org.uk.

Following this we carried out an announced focused follow up inspection at Botley Medical Centre on 12 May 2016 where we found that the practice was requires improvement in one of the 'Well-led' domain.

This inspection was a desk-based review carried out on 6 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation

to the breaches in regulations that we identified in our previous inspection on 12 May 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as Good.

Our key findings were as follows:

- Building and safety issues were monitored using an annual risk assessment which was reviewed every six months
- Installation safety certificates had been renewed before their expiry date
- A new medicine fridge temperature log meant that any concerns regarding fridge temperatures were investigated and dealt with immediately

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

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services well-led?

This practice is rated as good for providing well-led services.

In May 2016 concerns were raised regarding;

- monitoring systems which did not pick up the failures in fridge temperature recording and building safety matters.
- The gas safety certificate had expired in January 2016 and the electrical installation certificate had expired in 2015.
- The practice was unable to provide a copy of the last health and safety risk assessment of the premises.

In February 2017 we found that;

- A new section was added to the fridge temperature log which meant that any variation in temperature outside the cold chain policy, could be documented.
- We reviewed a completed risk assessment which had been carried out in September 2016 and would be due for renewal annually and reviewed every six months.
- The gas safety certificate and electrical installation certificate had been renewed and a 'building renewals policy' was introduced.

Good



Botley Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based inspection was completed by a CQC Assistant Inspector.

Background to Botley Medical Centre

Botley Medical Centre is situated in Oxford, to the west of the city centre. It serves more than 9,200 patients in a mainly suburban area, and also provides medical services to the Harcourt Hill campus of Oxford Brookes University. The area has little deprivation among its population, and a lower ethnic diversity than some other parts of Oxford.

The practice is located in a purpose built building dating from the early 1990s. There are three GP partners, one salaried GP and two long term locum GPs at the practice. Two GPs are male and four female. The team includes a practice manager, deputy practice manager, practice nurses, a phlebotomist, a health care assistant, administration and reception staff and a medical secretary. Services are provided via a General Medical Services (GMS) contract (GMS contracts are negotiated nationally between GP representatives and the NHS).

The practice offers enhanced services including childhood vaccinations and immunisations, extended hours access, timely diagnosis and support for patients with dementia, flu, pneumococcal, shingles and rotavirus immunisations, learning disabilities identification and support, minor surgery, patient participation, population risk profiling and management, and work to reduce unplanned hospital admissions.

The practice is open between 8am and 6.30pm Monday to Friday. Extended hours surgeries are offered on Mondays from 7am to 8am for GP and from 7.30am to 8am for nurse appointments, and from 6.30pm to 7.30pm for GP appointments, on Tuesdays from 7.30am to 8am for nurse appointments, and on Thursdays from 7am to 8am for GP appointments. Appointments can be booked up to six weeks in advance, and urgent appointments are also available on the day.

Services are provided from following location:

Botley Medical Centre, Elms Road, Botley, Oxford OX2 9JS.

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. Out of hours services are provided during protected learning time by Primary Medical Limited out of hours service or after 6:30pm, weekends and bank holidays by calling NHS 111.

Why we carried out this inspection

We carried out an announced comprehensive inspection at Botley Medical Centre on 23 September 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection on the September 2015 can be found by selecting the 'all reports' link for Botley Medical Centre on our website at www.cqc.org.uk.

Following this we carried out an announced focused follow up inspection at Botley Medical Centre on 12 May 2016 where the practice was requires improvement in one of the inspected domains.

Detailed findings

We undertook a follow up desk-based inspection of Botley Medical Centre on 6 February 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based focused inspection of Botley Medical Centre on 6 February 2017. This involved reviewing evidence that:

- Health and safety risk assessments were carried out
- Electrical installation safety certificates and gas safety certificates were valid
- Any concerns regarding medicine fridge temperatures were documented and dealt with

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

At our previous inspection on 12 May 2016, we rated the practice as requires improvement for providing well-led services as there were concerns regarding the monitoring systems which did not pick up failures in fridge temperature recording and building safety matters. Specifically the gas safety certificate and the electrical installation certificate had both expired and the practice were unable to provide an up to date health and risk assessment of the premises.

We issued a requirement notice in respect of these issues and found arrangements had significantly improved when we undertook a follow up inspection of the service on 6 February 2017. The practice is now rated as good for being well-led.

Governance arrangements

In February 2017 the practice supplied evidence that their fridge temperature logs had been updated. This enabled any reason for variation in temperature outside the cold chain policy (vaccines should be stored at temperatures between +2oC and +8oC) to be documented. A section was also added to the daily building checks for the practice manager to review the log once a week to ensure that any variation was addressed.

We reviewed a completed risk assessment of the premises which had been carried out in September 2016 and would be repeated annually and reviewed every six months. The assessment showed that anything rated as a medium risk or higher had been addressed or was due for review in 2017.

We were shown evidence that the gas safety certificate and the electrical instalment certificate had been updated and a policy was introduced to ensure they would be renewed before they next expired.