

# Dr A Palmer & Dr J Gardner

## Quality Report

Barlborough Medical Practice  
The Old Malthouse  
7 Worksop Road  
Barlborough  
Chesterfield  
Derbyshire  
S43 4TY

Tel: 01246 819994

Website: [www.barlboroughmedicalpractice.co.uk](http://www.barlboroughmedicalpractice.co.uk)

Date of inspection visit: 11 January 2016

Date of publication: 18/02/2016

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 safe?

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 of this practice on 9 June 2015. A breach of legal requirements was found. After the comprehensive inspection, the practice wrote to us to say what they would do to meet legal requirements in relation to the breach.

We undertook this focused inspection to check that they had followed their plan and to confirm that they now met legal requirements. We did not visit the practice as part of this inspection. This report only covers our findings in

relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Dr A Palmer & Dr J Gardner on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our finding across the area we inspected was as follows:

- The practice had ensured that all non-clinical staff acting as chaperones had received an appropriate disclosure and barring service (DBS) check. The chaperone policy had been updated to reflect this requirement so as to protect both patients and staff.

**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 safe?**

The practice had obtained disclosure and barring service (DBS) checks for all non-clinical staff to ensure they were suitable to undertake chaperone duties for vulnerable adults and children. The chaperone policy had also been updated to ensure the provider had robust procedures in place to safeguard patients requiring this support.

**Good**



# Dr A Palmer & Dr J Gardner

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team included a CQC inspector.

## Background to Dr A Palmer & Dr J Gardner

Dr A Palmer & Dr J Gardner also known as Barlborough Medical Practice is situated in the heart of Barlborough village. It was formed in 1993 and currently operates from two sites: a main surgery at Barlborough and a branch at Renishaw.

The practice provides a service to patients living in Barlborough, Renishaw, Clowne, Eckington, Killamarsh, Spinkhill, Mastin Moor, Marsh Lane, Harthill, Whitwell, Elmtun, Mosborough, Halfway, Norbriggs and Stanfree.

The practice has a patient list of about 6 420 and expects to increase steadily. The practice offers a dispensing service to about 500 patients. A dispensing practice is able to provide medications directly to any of patient who lives more than a mile from a chemist.

For this inspection we visited the main location registered with the CQC. The addresses for the main location and branch surgery are:

- Barlborough Medical Practice, The Old Malthouse, 7 Worksop Road, Barlborough Chesterfield, Derbyshire S43 4TY and
- Emmett Carr Surgery, Abbey Place, Renishaw, Sheffield, S21 3TY.

The Barlborough practice is open between 8am and 6.30pm Monday, Wednesday and Friday; 8am to 4pm on Tuesday and Thursday; and 8am to 11.15am on Saturday.

The Renishaw surgery is open from 8am to 1pm; and 2pm to 6.30pm on a Monday, Tuesday and Thursday; and from 8am to 1pm on Wednesday and Friday.

The practice is a partnership of two GPs who are supported by one part time salaried GP. Two of the GPs are female and the senior partner is male. The nursing team comprises two nurse practitioners, a practice nurse and a community matron. The community matron is assisted by a part time health care assistant and two care co-ordinators in co-ordinating care for frail and elderly patients.

The non-clinical staff includes a practice manager, seven staff undertaking dual roles in respect of secretarial and administrative tasks as well as dispensing activities, and a cleaner / caretaker.

The practice holds a Primary Medical Services (PMS) contract with the NHS to deliver essential primary care services. The practice offers four directed enhanced services in respect of: avoiding unplanned admissions, extended hours access, facilitating timely diagnosis and support for people with dementia and learning disabilities health check service.

Patients also have access to a range of services including child health monitoring, contraceptive services including vasectomy, minor surgery, anticoagulation clinics, chronic disease management and health screening programmes.

The practice has opted out of providing the out-of-hours services to their own patients. Derbyshire Health United currently provides the out of hours service.

# Detailed findings

## Why we carried out this inspection

We undertook a focused inspection of Dr A Palmer & Dr J Gardner on 11 January 2016. This inspection was carried out to check that improvements had been made to meet a legal requirement following our comprehensive inspection on 9 June 2015.

We inspected the practice against one of the five questions we ask about services: is the service safe. This is because the service was not meeting some legal requirements.

## How we carried out this inspection

We did not visit the practice as part of this inspection.

We reviewed the information submitted by the practice which detailed the actions they had taken to meet legal requirements in relation to Regulation 19: Fit and proper persons employed. We also spoke with the practice manager.

# Are services safe?

## Our findings

### Overview of safety systems and processes

A comprehensive inspection on 9 June 2015, found that risk assessments and / or criminal record checks through the Disclosure and Barring Service (DBS) had not been completed for non-clinical staff who carried out chaperone duties. DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or vulnerable adults.

Following the inspection, the practice wrote to us to say that these checks were in progress and staff would not undertake chaperone duties until the checks had been completed.

This inspection found the following procedures and checks were in place to keep patients safe, and ensured all staff undertaking chaperoning duties were suitable to carry out the duties required of them.

- Risk assessments were put in place to ensure that non-clinical staff would only be allowed to undertake chaperone duties once a satisfactory disclosure and barring service (DBS) check had been completed.
- In the interim, only nursing staff undertook chaperoning duties when required. All clinical staff undertaking chaperone duties had received satisfactory DBS checks.
- The chaperone policy had also been updated to reflect the changes implemented by the practice and ensured that all staff must be aware that chaperones protect both patients and staff.

At our previous inspection we found staff had an understanding of the role of the chaperone and the procedures for raising concerns.