

Dr Abiodun Obisesan

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

Good 

Are services safe?	Requires improvement 
Are services effective?	Good 
Are services caring?	Good 
Are services responsive?	Good 
Are services well-led?	Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Abiodun Obisesan on 18th December 2018 to check that improvements that had been identified at our inspection of 1st August 2017 had been sustained.

The practice had been placed into special measures following our inspection of 9th August 2016. The inspection of 1st August 2017 was a comprehensive inspection to ensure that improvements had been made. At that time, the practice was taken out of special measures and rated as good overall, with requires improvement for providing responsive services and also requires improvement for patients with long-term health conditions. This was because performance in respect of an atrial fibrillation and some diabetes indicators were below average. Further, patient feedback was below average in respect of access.

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 rated this practice as good overall.

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

- There were not effective systems to disseminate information from patient and medicine safety alerts to the relevant staff.
- The policy to manage changes to medicines from other providers was not always followed by staff.
- Not all medicines that were prescribed and supplied by other providers were included in the patient's clinical records. This had been highlighted in our previous report in December 2017.

We have rated the practice as good for providing effective, caring, responsive and well-led services and across all population groups because:

- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs.
- Improvements had been made to ensure that patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Systems required review to ensure that patients with atrial fibrillation were coded correctly.
- Data evidenced that improvements had been made in respect of diabetes indicators.
- Whilst there was a record of staff immunisations in individual records, there was no central record of this.

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

- Ensure care and treatment is provided in a safe way to patients.

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

- Review the records of patients with atrial fibrillation to ensure that these are accurate.
- Maintain a central record of staff immunisations.

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

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

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

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, a practice nurse specialist advisor and a pharmacist specialist.

Background to Dr Abiodun Obisesan

Dr Abiodun Obisesan, also known as Winstree Medical Practice is situated in Stanway, Colchester, in Essex. There is also a branch surgery in Layer-de-la-Haye, Colchester and patients can attend either surgery for their appointments. The practice provides GP services to approximately 6,700 patients.

The practice is commissioned by the North East Essex Clinical Commissioning Group and it holds a General Medical Services (GMS) contract with NHS. This contract outlines the core responsibilities of the practice in meeting the needs of its patients through the services it provides.

The practice population has a comparable number of children aged five to 18 years compared to the England average and a comparable number of patients aged 65 – 75 years. Economic deprivation levels affecting children and older people are significantly lower than the local and England average, as are unemployment levels. The

life expectancy of male and female patients is higher than the local average by one year. There are slightly more patients on the practice's list that have long standing health conditions.

The practice is governed by an individual male GP. He is supported by a part-time female salaried GP, a full-time male salaried GP. There is also an advanced nurse practitioner, nurse practitioner, two practice nurses and two healthcare assistants employed by the practice.

Administrative support consists of a practice manager, a time assistant practice manager and an office manager. There are also a number of full-time and part-time reception staff. Staff are deployed at both the main practice and the branch at Layer-de-la-Haye. All practice staff work across both locations, including clinicians and the management team.

Dr Abiodun Obisesan is a dispensing practice, the dispensary being located at the branch surgery in Layer-de-la-Haye. The dispensary is available to patients who live more than 1.5 miles from a chemist.

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 Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 17 HSCA (RA) Regulations 2014 Good governance Patient records were not always updated to reflect medicines prescribed by other providers. Policies were not consistently followed by staff in relation to prescriptions. Information about action to be taken following safety alerts was not consistently cascaded to relevant members of the dispensary team.