

Sunrise Medical Practice -Clifton

Inspection report

1st Floor Student Services Centre, Nottingham Trent
University
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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Outstanding 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Sunrise Medical Centre on 30 September 2019 as part of our inspection programme. The practice was newly registered in August 2018. A comprehensive inspection was completed to look at all key questions.

We based our judgement of the quality of care at this service is 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.

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- 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. 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.

We rated the practice as **outstanding** for providing responsive services because the two population groups received outstanding ratings. The population groups 'Working age people (including those recently retired and students)' and 'People experiencing poor mental health (including people with dementia)'. There were innovative approaches to providing integrated person-centred care such as providing support for a number of areas such as:

- Weight related concerns such as eating disorders or obesity.
- Mental health conditions
- Suicide awareness and risk assessments
- Transgender process

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

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

Our inspection team

The inspection was conducted by a lead CQC inspector, a GP specialist advisor and a second CQC inspector.

Background to Sunrise Medical Practice -Clifton

Sunrise Medical Practice – Clifton is located within the Student support centre on the Clifton campus, Nottingham Trent University, Clifton Lane, Nottingham, NG11 8NS.

The practice list size fluctuates to incorporate students who spend time at the University but at the time of our inspection there was around 6,000 patients. Patients who studied at Nottingham Trent University could register at the practice as well as those within the practice boundary. There were a small number of patients who were registered at the practice who had previously been patients at the practice when it was located in Radford.

Due to the practice being based within a university the majority of the population is between the ages 20-44.

The practice holds a General Medical Services (GMS) contract to provide GP care to the public. The practices services are commissioned by NHS Nottingham City CCG.

The practice has two GP partners (both male), two nurse prescribers (one male, one female), a practice nurse and a phlebotomist. The practice has one practice manager, an assistant practice manager and a team of administrative and secretary staff. The practice is a teaching practice who host three training Doctors a year.

The practice opened from 8.30am to 6.30pm Monday to Friday. Patients could pre-book appointments as part of GP+ until 8pm on weekdays and 9am to 1pm on Saturday or Sunday.

When the practice is closed the patients are asked to contact 111 for out-of-hours treatment.