

Drs Smith and Taylor

Inspection report

Victoria Medical Centre
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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 well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Drs Smith and Taylor, known to patients as Victoria Medical Centre on 15 January 2019 as part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us and to follow up on the previous breach of regulation served at the January 2019 inspection. This inspection looked at the following key question:

- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Safe
- Effective
- Caring
- Responsive

At the last inspection in January 2019 we rated the practice as requires improvement for providing well-led services because:

- The practice did not have clear and effective processes for managing risks, issues and performance.
- Practice policy was not always followed regarding infection prevention and control.
- The immunisation status of staff was not kept.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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.

We rated the practice as good for providing well-led services because:

- The processes for effectively managing risks, issues and performance had been improved.
- Records of staff immunity status was now kept and all staff had completed infection prevention and control training.

In addition we saw the practice had acted on the shoulds identified at the last inspection.

- We saw that a protocol had been developed for staff to follow when dealing with paper correspondence into the practice. There were clear processes to follow for items that required review from a GP. To support this process the on-call GP based themselves with administrative staff in the afternoon.
- Emergency equipment and medicines are now checked weekly and in-date defibrillator pads were now stocked.
- A log of safety alerts into the practice was now kept. The log detailed who reviewed the alert, the action to be taken and when it was completed.
- The practice had reviewed their appointment system to improve access to appointments for patients.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC inspector.

Background to Drs Smith and Taylor

Drs Smith and Taylor, is located at Victoria Medical Centre, 7 Victoria Crescent West, Barnsley, S75 2AE. The surgery has good transport links and there are pharmacies located nearby.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury, surgical procedures and family planning.

Drs Smith and Taylor is situated within the NHS Barnsley Commissioning Group (CCG) and provides services to 11,728 patients under the terms of a personall medical services (PMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership who registered with the Commission in April 2013. The practice has one male GP

partner, a managing partner, three female salaried GP's, one GP registrar and four long term locum GPs. They are supported by three practice nurses, two healthcare assistants and a team of administrative and reception staff.

The practice is an active member of the local primary care network. The National General Practice Profile states that 95.9% of the practice population is from a white background with a further 4.1% of the population originating from black, mixed or other non-white ethnic groups. Information published by Public Health England, rates the level of deprivation within the practice population group as five, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is comparable to the national average of 79 years. Female life expectancy is comparable to the national average of 83 years.

Are services well-led?

Detailed findings narrative goes here...