

Adam House Medical Centre

Inspection report

85-91 Derby Road
Sandiacre
Nottingham
Nottinghamshire
NG10 5HZ
Tel: 0115 949 6911
www.adamhousemedicalgroup.co.uk

Date of inspection visit: 7 January 2019
Date of publication: 06/02/2019

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?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Adam House Medical Centre on 7 January 2019 as part of our inspection programme.

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 and good for all population groups.

We found that:

- 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.
- The service routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Staff involved and treated people with compassion, kindness and respect, and involved them in decisions about their care. Patient interviews and feedback received through CQC comment cards supported our observations.
- 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 good quality, person-centre care.
- At our previous inspection in 2014, two areas were identified in which the provider should consider making

further improvements; these related to the completion of audit cycles and formal clinical supervision for nurses. The practice had considered these points and was able to demonstrate the improvements they had made when we inspected in January 2019.

We saw the following area of outstanding practice:

- The practice employed a hospital-based diabetes nurse specialist for two sessions each week. The nurse focused on achieving good outcomes for patients with complex needs and engaging them with their treatment regimes. The impact was seen by low exception reporting rates for patients with diabetes, which were more than half below the local and national exception reporting percentages.

In addition, the provider **should**:

- Review the availability of risk assessments to explain the absence of some recommended emergency medicines on site.
- Ensure that vaccine storage is maintained in line with guidance at all times.
- Improve the identification of carers to enable this group of patients to access the care and support they need.
- Improve the uptake of annual health reviews for patients with a learning disability.
- Review the practice complaints policy and procedure to ensure these were in line with recognised guidance

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 adviser and a practice nurse specialist adviser.

Background to Adam House Medical Centre

Adam House Medical Centre is registered to provide regulated activities with the CQC, with the provider being a partnership consisting of one male GP and one female GP.

The practice is registered with the CQC to carry out the following regulated activities - diagnostic and screening procedures, surgical procedures, maternity and midwifery services and treatment of disease, disorder or injury.

Adam House Medical Centre received a previous CQC inspection in January 2015. At that inspection, it received a rating of good overall. The full comprehensive report (published June 2015) for this inspection can be found by selecting the 'all reports' link for Adam House Medical Centre on our website at

Adam House Medical Centre is situated in Sandiacre on the Nottinghamshire/Derbyshire border, and there is a branch surgery in the neighbouring town of Stapleford. The address of the branch surgery is Hillside Surgery, 162 Nottingham Road, Stapleford, Nottingham.

The practice has a contract with NHS Erewash Clinical Commissioning Group (CCG) which is made up of 12 general practices. The practice provides Personal Medical Services (PMS) and offers a range of local enhanced services

The practice has approximately 7,000 registered patients, and the demographics show a slightly higher than average percentage of people in the 65+ year age group. Average life expectancy is 79 years for men and 84 years for women compared to the national average of 79 and 83 years respectively. The general practice profile shows that 47% of patients registered at the practice have a long-standing health condition, compared to 55% locally and 51% nationally. The practice scored seven on the deprivation measurement scale; the deprivation scale goes from one to 10, with one being the most deprived. People living in more deprived areas tend to have greater need for health services. The National General Practice Profile describes the practice ethnicity as being 96.2% white, 1.9% Asian, 0.6% black, and 1.2% mixed and 0.1% other non-white ethnicities.

In addition to the two GP partners, there are two long-term locum GPs (one male and one female) working at the practice.

The nursing team consists of two advance nurse practitioners, a nurse prescriber and a practice nurse. A diabetes nurse specialist works at the practice for one session each week. The nursing team is supported by two healthcare assistants.

The non-clinical team is led by one finance practice manager and one systems practice manager. The practice

employs a team of seven receptionists headed by a senior receptionist, an administrator, a medical secretary and a clinical coder. A cleaner is also directly employed by the practice.

Adam House Medical Centre is a teaching practice accommodating medical student placements.

The Practice is part of the Erewash Place Alliance and one of the member practices of the Erewash Health Partnership - a super partnership established in April 2018.

The practice opens from 8am until 6.30pm Monday to Friday, with extended hours opening on a Thursday

evening until 8pm. Patients can obtain late weekday appointments between 6pm-8pm, and weekend appointments on a Saturday and Sunday mornings and bank holidays, via a local extended access to GP services scheme. These appointments are available at either Ilkeston Community Hospital or Long Eaton Health Centre.

The surgery closes between 1pm and 4pm on one afternoon on 10 months of the year for staff training. When the practice is closed, out of hours cover for emergencies is provided by Derbyshire Health United (DHU).