

# The Tutbury Practice

## Inspection report

Tutbury Health Centre  
Monk Street, Tutbury  
Burton On Trent  
DE13 9NA  
Tel: 01283812210  
www.tutburypractice.co.uk

Date of inspection visit: 14 and 17 May 2021  
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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 to people's needs?	Good	
Are services well-led?	Good	

# Overall summary

We carried out an announced review at The Tutbury Practice on 14 and 17 May 2021. Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key question: safe. Due to assurances we received from our review of information, we carried forward the ratings for the following key questions: effective, caring, responsive and well-led from our last inspection in July 2019. Overall, the practice is rated as Good. It is rated as good in safe, effective, caring, responsive and well-led, as well as in all of the population groups.

Following our previous inspection on 24 July 2019, the practice was rated Good overall and for key questions effective, caring, responsive and well-led. It was rated requires improvement for key question safe. We also rated the population group people whose circumstances make them vulnerable as requires improvement.

The full reports for previous inspections can be found by selecting the 'all reports' link for The Tutbury Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this review

This review was a review of information without undertaking a site visit inspection to follow up on:

- Safe domain
- The breach of regulations identified in the previous inspection
- Ratings were carried forward from the previous inspection which included the effective, caring, responsive and well led domains.

## How we carried out the review

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our reviews differently.

This review was carried out in a way which did not involve visiting the practice. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Requesting evidence from the provider

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we carried out the desk-based review
- 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:

# Overall summary

- The practice had actioned and put measures in place to comply with the Regulatory breach.
- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Systems had been put in place to identify vulnerable children and adults on the electronic patient records, and to link family members where a safeguarding issue was identified.
- Recruitment of locum GPs had been improved and the required recruitment checks had been carried out.
- Systems were in place to ensure up to date blood tests were available prior to prescribing a specific high risk medicine.
- The emergency medicines held at the practice had been reviewed and risk assessments in place to support the decision not to hold certain medicines.

Whilst we found no breaches of regulations, the provider **should**:

- Consider using read codes to assist when searching for specific blood results relating to high risk medicines.

**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

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

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. The team included a member of the CQC pharmacy team completed clinical searches and records reviews without visiting the location.

## Background to The Tutbury Practice

The Tutbury Practice is located in Tutbury at:

- Tutbury Health Centre, Monk Street, Tutbury, Burton on Trent, Staffs, DE13 9NA

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

The practice is a member of the NHS East Staffordshire Clinical Commissioning Group Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 8,043.

The practice is part of East Staffordshire Primary Care Network, a wider network of 18 GP practices that work collaboratively to deliver primary care services.

The age profile demonstrates a higher proportion of older patients compared to the local and national averages, and lower numbers of younger patients and working age patients compared to local and national averages:

- The percentage of older people registered with the practice is 22.4% which is above the CCG average of 19.1%, and the national average of 17.6%.
- The percentage of working age people registered with the practice is 58.5% which is below the CCG average of 60.2%, and the national average of 62.2%.
- The percentage of young people registered with the practice is 19.2% which below the CCG average of 20.7%, and the national average of 20.2%.

There is a team of five GPs, three GP partners and two salaried GPs. The practice has a team of four nurses and a health care assistant who provide nurse led clinics for long-term conditions. The GPs are supported at the practice by the practice manager and a team of reception/administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations.

Extended access is provided locally where late evening and weekend appointments are available. Out of hours services are accessed via NHS 111.