

Carlton Group Practice

Inspection report

Carlton Street
Burton On Trent
Staffordshire
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Requires improvement



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Carlton Group Practice on 11 February 2019. The announced inspection was 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 requires improvement overall.

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

- The practice did not have risk assessments in place in relation to medicines for use in the event of an emergency not held at the practice sites.
- The practice had not ensured that both practice premises had appropriate documented health and safety and security risk assessments in place. However, an external company was employed to undertake these assessments on 15 February 2019.
- The systems, processes and practice that helped to keep patients safe and safeguarded from abuse were insufficient. In particular that their safeguarding policies did not reflect current national updates. They had not implemented a system to monitor and follow up children who did not attend their appointment following referral to secondary care.
- Infection Prevention and Control processes had not been adequately applied at the King Street site.
- Staff had not been in receipt of all training appropriate for their role according to the practice's policy and protocols.

We rated the practice as requires improvement for providing a caring service because:

- Patients were less positive than the local CCG and England averages in being treated with care and concern and their confidence and trust in the healthcare professional they saw or spoke to.
- Only 0.7% of registered patients were electronically coded as being a carer.

We rated the practice as requires improvement for providing a well led service because:

- There were gaps in the practice's governance systems and processes.
- The practice had not shared or documented a sustainable practice business plan or strategy.
- There was a lack of oversight on the maintenance of accurate records of skills, qualifications and training for staff and in staff appraisals.

We rated the practice as good for providing effective services because:

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- The practice understood the needs of its population and tailored services in response to those needs. There was evidence of a number of projects and services the practice had been involved with to ensure patients' needs were met.

We rated the practice as good for providing a responsive service because:

- The practice had acted on the National GP survey findings and implemented a number of changes. These included a new telephone system, staffing reviews, various ways of making and cancelling appointments and appointment options such as shorter five-minute single problem appointments as well as normal appointments and telephone GP consultations.
- The complaint policy and procedures were in line with recognised guidance, trend analysis and learning was derived from these incidents.

These areas affected all population groups, so we rated all population groups as good, with the exception of families, children and young people which was rated requires improvement in effective and therefore rated as requires improvement overall.

The areas where the provider must make improvements as they are in breach of regulations are:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

Overall summary

- Ensure the proper and safe management of medicines in particular emergency medicines.
- Ensure the practice premises have appropriate documented health and safety and security risk assessments in place.
- Ensure there are effective systems, processes and practice that help to keep patients safe and safeguarded from abuse.
- Ensure that persons providing care or treatment to service users have the qualifications, competence, skills and experience to do so safely.
- Implement safeguard policy updates in line with local and national guidance changes.
- Develop the staff training matrix which enables clear oversight on all staff training.
- Consider obtaining lockable metal cabinets for patient paper records security at the Carlton Street site.
- Further develop the significant event system to include non-clinical staff at meetings.
- Continue to improve the practice carer register numbers.

The areas where the provider should make improvements are:

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	Requires improvement 
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 Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a practice manager specialist adviser.

Background to Carlton Group Practice

Carlton Group Practice is registered with the CQC as a GP partnership provider and is located in the town of Burton On Trent in the East Midlands. Carlton Group Practice provides a GP service from two sites since a merger took place between Carlton Street Surgery and King Street Surgery in 2015. The distance between the practice sites is approximately four miles.

- The providers Carlton Street main site is located in the Horninglow area of Burton On Trent. These premises are owned by the practice partnership and consist of a two-storey building providing six/seven GP consulting rooms, three practice nurse consulting/treatment rooms, one multi-use treatment room, one surgical treatment room as well as administration, reception and two waiting areas. It offers disabled access and facilities which include automated doors and a chairlift with a small car park to the front of the premises.
- The providers King Street branch site is a single storey building situated in a residential area of Burton On Trent. These premises are leased and provide three GP consulting rooms, one multi-use nurse consulting room, one treatment room and reception/administration areas. It offers a ramp to the front entrance access and a small car park.

The practice provides services to approximately 14,300 patients under the terms of a General Medical Services contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services. The practice is a member of the NHS East Staffordshire Clinical Commissioning Group (CCG). The largest ethnic groups of patients registered at the practice are, 84.5% white, 11% Asian and 2.2% mixed race.

The practice area has a higher level of deprivation being in the fourth most deprived decile but has two wards which are amongst the 12 most deprived areas nationally. The Income Deprivation Affecting Children (IDAC) indicators (21%) were higher than the CCG (14%) and England (20%) averages which demonstrates higher levels of deprivation. This may mean that there is an increased demand on the services provided when compared with national averages. The practice population distribution is broadly in line with local and national averages.

The practice is an accredited GP training practice and nursing training placement practice. At the time of the inspection the practice was providing training support for a GP registrar.

The practice staffing comprises:

- Four GP partners who provide 4 whole time equivalent hours (WTE).
- Two part-time salaried GPs who provide 1 WTE hour.
- Long Term locum GPs who provide a total of 1.5 WTE hours.
- A practice manager.
- Seven female practice nurses including a recently qualified nurse.
- A female healthcare assistant
- A team of reception staff and administrators.

The Carlton Street main site is open Monday to Friday 8am to 6pm. The practice King Street branch site is open on a Monday and Friday 8am to 6pm and Tuesday, Wednesday and Thursday 8am to 1pm. Patients can make appointments to attend either of the practice sites. The practice has opted out of providing an out-of-hours service. When the practice is closed the out-of-hours service provider is Staffordshire Doctors Urgent Care Limited (SDUC). Patients may also call NHS 111 or 999 for life threatening emergencies. Routine appointments can be booked in person, by telephone or on-line. Home visits are available to patients with complex needs or who are

unable to attend the practice. Practice consulting times with a GP are available from 8am with the last appointment at 5.50pm. The nearest Walk In Centre is based at Derby London Road Community Hospital. Further details about the practice can be found by accessing the practice's website at: www.carltonstreet.nhs.uk

Following a national government initiative from 1st September 2018 extra appointments are offered across the whole of East Staffordshire, including evening and weekend appointments. The requirement is for practices to provide an additional 30 minutes for every 1,000 patients per week. Each appointment will be between 10 and 15 minutes, which means there are four to six appointments available per hour. Additionally, a new online digital service is available on Sunday mornings where appointments are offered with a GP via the Q Doctor App. All practices across East Staffordshire are participating in this extended access. Further information can be found at; www.eaststaffscg.nhs.uk/your-health/extended-primary-care-services.

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	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>There were gaps in the practice governance systems and processes to ensure compliance with requirements to demonstrate good governance. In particular:</p> <ul style="list-style-type: none">· There was a lack of a systematic approach for oversight of records of skills, qualifications and training for all staff.· There was no system in place to follow up children's non-attendance at secondary care appointments.· The safeguarding policies did not reflect updated categories of abuse.· The practice lacked a clear audit trail for patient safety and medicine alerts patient searches <p>The arrangements for identifying, recording and managing risks, issues and implementing mitigating actions were not operated effectively.</p> <ul style="list-style-type: none">· Infection Prevention and Control processes had not been adequately applied at the King Street site.· The practice did not have risk assessments in place in relation to medicines for use in the event of an emergency not held at the practice sites.

This section is primarily information for the provider

Requirement notices

- The practice had not ensured that both practice premises had appropriate documented health and safety and security risk assessments in place. However, an external company was employed to undertake these assessments on 15 February 2019.

This was in breach of Regulation 17(1) (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014