

Dr NR Pulman's Practice

Inspection report

Long Lane Surgery
Beacon House, Long Lane
Coalville
LE67 4DR
Tel: 01530445945

Date of inspection visit: 20 Oct 2021
Date of publication: 04/11/2021

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

Inspected but not rated



Are services safe?

Inspected but not rated



Overall summary

We carried out an unannounced inspection at Dr NR Pulman's Practice on 20 October 2021. During this inspection we only reviewed safe but did not rate it as we looked at a small aspect of the domain. Overall, the practice remains rated as good.

Safe - inspected but not rated

Effective – not inspected

Caring – not inspected

Responsive – not inspected

Well-led – not inspected

The full reports for previous inspections can be found by selecting the 'all reports' link for Dr NR Pulman's practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused on site inspection to follow up on concerns received by the CQC in relation to clinical supervision and oversight including around infection prevention and control.

How we carried out the inspection

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 inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

Our findings

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 found that:

- Patient Specific Directions were recorded appropriately for when healthcare assistants delivered injectable treatments.

Overall summary

- There were systems in place for infection prevention and control however some areas were picked up during our inspection such as sharps bins not being discarded in a timely manner, untidy rooms and privacy curtains not being labelled with expiry dates. These were immediately rectified and the practice had added these to the monthly infection prevention and control checks.
- There was one vial of opened injectable stored in the fridge which did not have an opened date on, meaning it is not clear if the medicine was safe to use.

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

- Improve systems for monitoring infection prevention and control risks.
- Undertake a review of the cold chain to ensure medicines are monitored in line with your policy including monitoring of fridge temperatures.

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

Our inspection team

Our inspection team was led by a CQC lead inspector and supported by a second inspector.

Background to Dr NR Pulman's Practice

Dr NR Pulman's practice is located in Coalville at:

Long Lane Surgery,

Beacon House,

Long Lane Surgery,

Coalville,

Leicestershire,

LE67 4DR.

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 and surgical procedures.

The practice is situated within the Leicester and Leicestershire Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 13,600. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices known as North West Leicestershire Hub 2 which is a group of four practices within the area.

Information published by Public Health England shows that deprivation within the practice population group is in the third highest decile (seven of 10). The higher the decile, the less deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97.4% White, 1.4% Asian, 1.1% Mixed.

The age distribution of the practice population closely mirrors the local and national averages however the practice supports slightly more patients aged 45-60 years old compared to local and national averages. There are more male patients registered at the practice compared to females.

There is a team of seven GPs who provide cover at the practice. The practice has a team of five advanced nurse practitioners, one practice nurse and one healthcare assistant. The GPs are supported at the practice by a team of reception and administration staff. The practice manager and assistant practice manager provide managerial oversight.

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. If the GP needs to see a patient face-to-face then the patient is offered an appointment.

Out of hours services are provided by DHU where patients are asked to contact NHS 111.