

Jarvis Medical Practice - GPCC

Inspection report

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Oldham
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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.

Overall summary

We carried out a focused inspection of Jarvis Medical Practice on 9 June 2020. We announced the inspection the previous day.

We had previously inspected the practice on 1 March 2019 and the practice was given an overall rating of requires improvement with the following key question ratings:

Safe – requires improvement

Effective – requires improvement

Caring – good

Responsive – good

Well-led – requires improvement

All the population groups were rated requires improvement.

We would usually have carried out a full comprehensive inspection within 12 months of the previous report being published, which was on 23 April 2020. Ratings would have been reviewed at this time.

We have paused our routine inspections due to Covid-19, but our regulatory role and core purpose of keeping people safe has not changed.

We received information of concern about Jarvis Medical Practice. The risk to patients was formally assessed and it was determined that an inspection should be carried out. This was a focused inspection about specific areas of concern relating to patient safety.

As general practice has adapted its ways of working since Covid-19 began, and particularly since lockdown began on 23 March 2020, we looked at records from prior to and following this date.

We found that:

- The system to identify patients in urgent need of attention was not effective.

- Records were unclear so it was not possible to always determine what had taken place during a consultation. Conflicting information had been recorded for single consultations.
- Records were not always written contemporaneously and we saw evidence of records being amended.
- Blood tests required for patients taking certain medicines, or with certain conditions, did not routinely take place.
- It was not clear why some medicines had been prescribed, and side-effects were not always noted as being discussed.
- Examinations did not always take place for patients attending face to face appointments with physical symptoms.
- Patients at risk of diabetes were not always identified.
- Requests for home visits were not always actioned. We saw other examples of requests not being actioned for several days with no recorded explanation or assessment of urgency.
- The issues we identified during our focused inspection had not been identified by the partners.

As this was a focused inspection due to specific concerns raised, we have not awarded an overall rating or a rating for any key question.

Due to the seriousness of the issues we found relating to patient care and safety we issued a Notice of Decision to suspend the registration of Jarvis Medical Practice for a period of four months on 11 June 2020. The notice took immediate effect. There is a process where the action we have taken could be appealed. We shared our findings with NHS Oldham Clinical Commissioning Group (CCG). They took immediate steps to ensure patients had continuing access to a GP service.

Details of our findings and the evidence supporting our ratings are set out in the evidence table.

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 also included a CQC national clinical advisor.

Background to Jarvis Medical Practice - GPCC

Jarvis Medical Practice – GPCC is located at Glodwick Primary Care Centre, 137 Glodwick Road Oldham, OL4 1YN. The surgery has good transport links and there is a pharmacy located nearby.

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

Jarvis Medical Practice – GPCC is a member of Oldham Clinical Commissioning Group (CCG) and provides services to approximately 5,079 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider is a partnership between the GP and the practice manager. The practice manager is the CQC Registered Manager. There are usually locum GPs at the

practice but locum GPs had rarely been used since Covid-19 lockdown. There is a part-time practice nurse and a part-time nurse practitioner. There is also a business manager and administrative and reception staff.

There is a higher than average number of patients under the age of 38, and fewer patients aged over 75 than the national average. The National General Practice Profile states that 64% of the practice population is from an Asian background with a further 4% 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 one, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male life expectancy is 75 years compared to the national average of 79 years. Female life expectancy is 80 years compared to the national average of 83 years.

This section is primarily information for the provider

Enforcement actions

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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Section 31 HSCA Urgent procedure for suspension, variation etc. Due to the issues identified during the inspection we urgently suspended the registration of the provider for a period of four months from 11 June 2020.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	