

Olive Medical Practice

Inspection report

3 Lime Street

Blackburn

Lancashire

BB1 7EP

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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 an announced comprehensive inspection at Olive Medical Practice on 25 September 2019. The inspection identified shortfalls in meeting the required standards and the practice was rated as Requires Improvement overall with key question Safe and population group Working age people (including those recently retired and students) rated as inadequate. The key questions Effective, Caring, Responsive, Well Led and the other population groups were rated as requires improvement. We issued a warning notice for breach of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Safe care and treatment).

The full comprehensive report for the September 2019 inspection can be found by selecting the 'all reports' link for Olive Medical Practice on our website at

This inspection was an announced focused inspection carried out on 28 January 2020 to assess the progress achieved by the practice in implementing their plan to meet the legal requirements identified in the warning notice for breach of regulation 12. We did not rate the service or key question Safe at this inspection. The practice rating remains Requires improvement overall. A further comprehensive inspection will be carried out in the near future in accordance with our inspection methodology to further monitor improvements and update the practice ratings accordingly.

At this inspection we found:

- Good progress in meeting the requirements of the warning notice had been achieved.
- Evidence presented demonstrated positive achievement and progress in improving safeguarding

processes. Work alongside the clinical commissioning group (CCG) safeguarding team and other GP practices in the locality was in progress to ensure clear and consistent record keeping and patient safeguarding coding was established.

- The practice now implemented 'did not attend appointment' and 'child not brought to appointment' policies. The implementation of the policies was subject to weekly checks and monthly audits to ensure patients who had missed appointments were followed up.
- There was now a system for reviewing test results, including cytology, in a timely manner, which had resulted in no backlog of results waiting to be reviewed.
- The practice was part of a pilot scheme whereby correspondence work flow was reviewed and sorted at a 'hub' location. At the time of this visit, the hub had experienced some problems which resulted in a backlog of electronic correspondence for the practice to review. The hub had assured the practice that all urgent correspondence had been responded to and actioned. A plan to address the backlog of correspondence was being implemented.
- Monitoring of the decision making of those working in advanced clinical roles was established.
- Systems to monitor, review and respond to patient safety alerts were comprehensive and effective.

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. The team included a GP specialist advisor.

Background to Olive Medical Practice

Olive Medical Practice, (3 Lime Street, Blackburn, Lancashire BB1 7EP) is located in a two storey premises situated in a residential area close to the centre of the town. There is limited on-street parking.

The practice delivers primary medical services to a patient population of approximately 7551 people via a personal medical services (PMS) contract with NHS England. The practice is part of the NHS Blackburn with Darwen Clinical Commissioning Group (CCG). It is registered with CQC to provide the regulated activities diagnostic and screening procedures, treatment of disease, disorder or injury, surgical procedures and maternity and midwifery services.

The average life expectancy of the practice population is in line with local and slightly lower than national averages (76 years for males and 80 years for females, compared to 79 and 83 years nationally).

The practice delivers services to a patient cohort consisting of 65% black and ethnic minority (BME) groups. The practice caters for a lower proportion of patients over the age of 65 years (7.5%) and 75 years (2.5%) compared to local (14% and 6% respectively) and national averages (17% and 8% respectively). The practice has a higher proportion of younger patients under the age of 18 years (32%, compared to 25% locally

and 21% nationally). The practice also caters for a lower percentage of patients who experience a long-standing health condition (29%, compared to the local and national averages of 51%).

Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is staffed by three male GP partners, one salaried GP (male) and one long standing female locum GP. The GPs are supported by one long term locum advanced nurse practitioner, one practice nurse and two new clinical pharmacists. A practice manager, a deputy practice manager and a team of administrative and reception staff support the clinical team.

The practice is open between 8am and 6.30pm each weekday, with later evening appointments available on Wednesday evenings until 8.30pm. Patients are also able to access additional extended hours appointments, which are offered from local hub locations by the local GP federation on weekday evenings, and at weekends.

Outside normal surgery hours, patients are advised to contact the out of hour's service by dialling NHS 111.