

St Stephen's Gate Medical Practice

Inspection report

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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 

Overall summary

We carried out an announced focussed inspection at St Stephen's Gate Medical Practice on 3 July 2019 to follow up on breaches of regulations identified at a previous inspection in October 2018.

At the last inspection in October 2018 we rated the practice as requires improvement for providing safe services because:

- The practice could not evidence that all staff had up to date safeguarding training as training records did not provide effective oversight.
- The practice chaperone policy was not always followed.

At this inspection we rated the practice as **Good** for providing safe services because sufficient improvements had been made since our last inspection.

We saw improvements had been made since our last inspection including;

- Appointing a lead member of staff and introducing a new computer system for monitoring training and other staff records.
- Providing in house safeguarding training for all staff.
- Reviewing, updating and communicating the chaperone policy.

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 was led by a CQC inspector.

Background to St Stephen's Gate Medical Practice

St Stephen's Gate Medical Practice provides primary medical services to approximately 13,500 patients in Norwich, Norfolk. The provider also operates a community based surgical service, Norwich and Norfolk Surgical Ltd (N2S), offering procedures including carpal tunnel, cataract and hernia repair surgery for their patients and other NHS patients in Norfolk.

St Stephen's Gate Medical Practice has four female and four male GP partners and one female nurse practitioner partner. The partnership is supported by a clinical team consisting of two male salaried GPs, three female nurse practitioners, four female practice nurses, three female health care assistants and one female apprentice healthcare assistant. N2S staff include a theatre manager, deputy theatre manager, healthcare assistant and an optometrist as well as specialist staff as required.

The practice is a training practice for qualified doctors training to become GPs.

The practice non-clinical management team is led by the executive manager with the finance manager, patient services manager, office manager and a personal

assistant. The management team are supported by team leaders and staff performing roles including reception, prescriptions, IT, communications and data services, medical secretaries and N2S support and the cleaning team.

The practice's core opening times are 8am to 6.30pm Monday to Friday with appointments and telephone consultations available for patients to pre-book during extended hours on a Monday and Wednesday morning between 7.30am and 8am and Monday to Thursday evenings from 6.30pm to 7pm. The practice is also open from 8am to 9.45am on Saturday mornings.

Outside of normal working hours, patients can access healthcare through the NHS 111 service and the out of hours GP services provided by IC24.

The service is registered with CQC to provide the regulated activities of; treatment of disease disorder and injury, Diagnostic and screening procedures, family planning, maternity and midwifery and surgical procedures.