

# Dr AJJ Bentley and Partners

## Quality 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 service

Good



Are services safe?

Good



# Summary of findings

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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced desk based follow up inspection on 19 September 2016 to follow up concerns we found at Dr AJJ Bentley and Partners on 21 October 2015. Overall the practice is rated as good.

Our key findings across the areas we inspected were as follows:

- Risks to patients were assessed and well managed. The practice had carried out a detailed risk assessment regarding legionella.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

We carried out an announced desk based follow up inspection on 19 September 2016 to follow up concerns we found at Dr AJJ Bentley on 21 October 2015. Overall the practice is rated as good.

Our key findings across all the areas we inspected were as follows:

- Risks to patients were assessed and well managed. The practice had carried out a detailed risk assessment regarding legionella and put into place relevant monitoring systems.
- The practice had implemented a legionella management, testing and investigation policy.

**Good**



# Dr AJJ Bentley and Partners

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection team was led by a CQC Lead Inspector.

## Background to Dr AJJ Bentley and Partners

Dr AJJ Bentley and Partners provides primary medical services to approximately 6,921 patients in Leicester City. The practice also provides services to patients residing in two residential care and nursing homes in the surrounding area.

The practice has a higher than average distribution of patients aged 49 years and over and a very high number of patients over the age of 75 with an even distribution of male/female patients.

The practice employed five GP partners, one salaried GP (two male GPs and four female GPs), a practice manager, an assistant practice manager, three practice nurses, two health care assistants, a phlebotomist and a team of reception and administration staff.

The practice has a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering care services to local communities.

The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of; the treatment of disease, disorder and injury; diagnostic and screening procedures; maternity and midwifery services and surgical procedures.

The practice is open from 8am to 6.30pm Monday to Friday. GP appointments are available from 8.30am until 12 noon and from 3.30pm until 5.20pm. Nurse appointments are available from 8am until 12 noon and from 2pm until 6pm. The practice provides extended opening hours on a Tuesday and Thursday from 6.30pm until 8.30pm. Pre-bookable appointments and on the day 'urgent' appointments are available. Pre-bookable appointments can be booked up to six weeks in advance. The practice also provides a home visit service for patients. The practice offers on-line services for patients such as on-line appointment booking, ordering repeat prescriptions and viewing patient care records.

The practice is a training practice and delivers training to GP Registrars. A GP Registrar is a fully qualified Doctor who is training to become a GP.

The practice has an active patient participation group (PPG) who meet monthly.

The practice has car parking and pedestrian access and additional parking is available on the streets near to the practice.

The practice lies within the NHS Leicester City Clinical Commissioning Group (CCG). A CCG is an organisation that brings together local GPs and experienced health professionals to take on commissioning responsibilities for local health services.

## Why we carried out this inspection

We carried out a desk based inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was planned to check whether the provider is meeting the legal

# Detailed findings

requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

## How we carried out this inspection

Before carrying out this inspection, we requested information from the practice to demonstrate the actions they had taken as a result of our inspection on 21 October 2015. This included:

- A copy of the legionella risk assessment.
- Evidence of hot and cold water temperature check records.
- Any other supporting evidence the practice wish to provide in relation to legionella.

We then reviewed this information during a desk based follow up inspection on 19 September 2016.

# Are services safe?

## Our findings

Following an announced comprehensive inspection on 21 October 2015, the practice was rated as 'requires improvement' for safe. We found that the practice had not carried out a risk assessment to monitor legionella.

Following our announced inspection, the practice confirmed they had completed a legionella risk assessment by a competent person. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings).

A risk assessment was carried out in March 2016 and reviewed on 15 September 2016. This included records of monitoring of hot and cold water temperatures on a periodic basis.