

The OM Surgery

Inspection report

112 Watnall Road
Hucknall
Nottingham
Nottinghamshire
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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 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at The OM Surgery on 21 February 2019 as part of our inspection programme.

At the last inspection in December 2017 we rated the practice as requires improvement for providing safe and caring services and requires improvement overall because:

- Patients were potentially at risk of harm because systems relating to medicines safety were not fully effective to keep patients safe.
- Actions identified in the practice's legionella action plan had not been completed.
- Results from the national GP patient survey showed areas of lower than average patient satisfaction in some areas.

At this inspection, we found that the provider had satisfactorily addressed these areas.

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 have rated this practice as good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The area where the provider **should** make improvements is:

- Continue to develop a record of staff immunisation status for all diseases recommended by Public Health England.

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

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

Population group ratings

Older people	Good	
People with long-term conditions	Good	
Families, children and young people	Good	
Working age people (including those recently retired and students)	Good	
People whose circumstances may make them vulnerable	Good	
People experiencing poor mental health (including people with dementia)	Good	

Our inspection team

Our inspection team was led by a CQC lead inspector. The team also included a GP specialist advisor.

Background to The OM Surgery

The OM Surgery is located at 112 Watnall Road, Hucknall, Nottingham, Nottinghamshire, NG15 7JP.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The OM Surgery service is commissioned by the NHS Nottingham North and East Clinical Commissioning Group (CCG). The practice provides services to approximately 2,150 patients under the terms of a personal medical services (PMS) contract. This is a contract between general practices and NHS England for delivering primary care medical services to the local community.

The practice is ranked in the fourth most deprived decile which is above deprivation levels for CCG and national averages. The practice age profile includes higher levels of patients aged under 18 than CCG and national averages; and lower levels of patients aged 65 and above than CCG and national averages.

The medical team comprises of a full-time male GP and two locum GPs (one female, one male). They are supported by a practice nurse. The administrative team comprises of a practice manager, a business manager, an assistant practice manager, a medical secretary and four receptionists. It is a teaching practice for university medical students.

The practice is open between 8am to 6.30pm Monday to Friday, except Thursday when the practice is open until 1pm only. Appointment times vary by clinician. The OM Surgery is also part of a group of practices which offered extended hours to patients within the NHS Nottingham North and East CCG area. Weekend morning appointments and weekday evening appointments until 8pm are available across the group. Telephone consultations are also available. When the service is closed out of hours services are provided through the NHS 111 service.