

Clifton Medical Practice

Inspection report

Clifton Cornerstone
Southchurch Drive, Clifton
Nottingham
Nottinghamshire
NG11 8EW
Tel: 01159211288
www.cliftonmedicalpractice.co.uk

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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 well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Clifton Medical Practice on 25 February 2020 as part of our inspection programme.

We previously inspected the practice on 24 November 2014 and rated it Good overall, and Good in all the key questions.

We carried out an announced focussed inspection on 17 December 2019 to assess any ongoing risk to patients following an incident that occurred at the practice. We did not find any patient safety concerns and did not rate the practice.

The full reports can be found on the CQC website.

We carried out an inspection of this service as we believed there may have been a change in its overall rating since our previous inspection.

Following our review of the information available to us, including information provided by the practice, we focused our inspection on the following key questions:

- Safe
- Effective
- Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions:

- Caring
- Responsive

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.

Whilst we found no breaches of regulations, the provider **should:**

- Improve the uptake of childhood immunisations and cervical screening to achieve national targets.

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

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 included a GP specialist advisor and a second CQC inspector and an inspection manager.

Background to Clifton Medical Practice

Clifton Medical Practice provides primary medical care services to approximately 8,000 patients. The practice is based in a building owned by Liftco and managed by Community Health Partnership, close to the centre of Clifton on the outskirts of the city of Nottingham.

The practice address is: Clifton Cornerstone, Southchurch Drive, Clifton, Nottingham, NG11 8EW.

The practice does not offer a dispensary service. The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, family planning, surgical procedures and treatment of disease, disorder or injury.

The practice has a General Medical Services (GMS) contract with NHS England. This is a contract for the practice to deliver primary care services to the local community or communities.

There are six GPs at the practice (three female and three male), one GP retainer (female) and a pharmacist. In addition, the nursing team comprises an advanced nurse practitioner, three practice nurses and three healthcare assistants. The clinical team are supported by the practice manager, assistant practice manager and an administrative team.

Clifton Medical Centre has opted out of providing out-of-hours services to its own patients. Out-of-hours services are provided by Nottingham Emergency Medical Services – NEMS, via the NHS 111 service.