

Queens Bower Surgery

Inspection report

201 Queens Bower Road
Bestwood Park,
Nottingham
Nottinghamshire
NG5 5RB
Tel: 01159208615
www.queensbowersurgery.co.uk

Date of inspection visit: 23 July 2019
Date of publication: 31/07/2019

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 summary

We carried out a comprehensive inspection at Queens Bower Surgery on in January 2018 (the inspection report was published in May 2018). The practice was rated as requires improvement overall, with the safe and well-led domains rated as requires improvement. As a result, the practice was issued with requirement notices for Regulation 12 (Safe care and treatment) and Regulation 17 (Good governance).

We carried out a further comprehensive inspection of Queens Bower Surgery on 2 April 2019. The practice was rated inadequate overall with ratings of inadequate for safe and well-led services, requires improvement for effective and caring services and good for responsive services. We issued the provider with two warning notices, one for Regulation 12 (Safe care and treatment) and the other for Regulation 17 (Good governance).

This inspection was an announced focussed inspection. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting the legal requirements as detailed in the warning notices issued on 30 April 2019.

You can read our findings from previous inspections by selecting the 'all report' link for Queens Bower Surgery on our website.

At this inspection we found:

- The practice had all the necessary emergency medicines in place to ensure they were able to respond to any event and adrenaline was now available in the clinical rooms where vaccines were given to patients.

- The doctors bag contained the necessary medical equipment and emergency drugs to allow the GP to manage acute situations whilst on home visits.
- A new safeguarding policy had been introduced and we saw that regular meetings took place between the practice and other relevant health professionals and minutes of these meetings were recorded.
- The practice had taken steps to reduce the risks of burns and scalds due to hot water temperatures. Work had begun to install thermostatic valves on taps to ensure the temperature remained safe and clear signage was in place to inform that the water might be hot.
- The practice had implemented a new training matrix to ensure oversight of staff training and staff had undertaken infection control training.
- The practice had introduced a new toolkit which would allow GPs to assess the level of various types of pain in people. For example, there was a pain assessment specifically tailored toward patients who were living with dementia.
- The practice had introduced new significant event policies, and these had started to be implemented which would allow the practice to learn from events to reduce any similar future occurrences.
- Systems were in place to ensure that equipment within the practice had been appropriately tested.

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

Dr Rosie Bennyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a second CQC inspector.

Background to Queens Bower Surgery

Queens Bower Surgery is located in the NHS Nottingham City Clinical Commissioning Group (CCG) area and is contracted to provide General Medical Services (GMS) to approximately 4,300 registered patients.

The practice is owned by an individual GP who holds the overall financial and managerial responsibility for the practice. The practice employs three receptionists and a healthcare assistant and is currently recruiting an administration manager. The practice uses regular locum GPs and part-time locum nurses, along with a part-time locum practice manager who works one day a week.

The practice is open Monday to Friday from 8:30am until 6:30pm except when the practice is closed on Thursday afternoons. Extended hours appointments are available to patients via the extended access service (GP+) in

Nottingham city centre run by Nottingham City GP Alliance. This opens from 4pm – 10pm Monday to Friday, and 9am – 1pm at the weekends. There is also an urgent care centre in Nottingham which is open every day from 7am until 9pm. Outside of practice opening hours, out of hours care is provided by another health care provider which can be accessed by calling NHS 111.

The patient profile for the practice has an above-average for the number of patients who have a long-standing health condition. The practice also has a lower average of patients who are in paid work or full-time education. The locality has a higher than average deprivation level. 15% of the practice are population is of black and minority ethnic background.