The Beechdale Surgery

Quality Report

439 Beechdale Road
Nottingham
Nottinghamshire
NG8 3LF
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Website: www.beechdalesurgery.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.

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Beechdale Surgery on 11 May 2017 and 23 May 2017. The overall rating for the practice was inadequate. The full comprehensive report from May 2017 can be found by selecting the 'all reports' link for The Beechdale Surgery on our website at www.cqc.org.uk.

The overall rating of inadequate will remain unchanged until we undertake a further full comprehensive inspection of the practice within the six months of the publication date of the report from May 2017.

This inspection was a focused inspection carried out on 1 December 2017 to confirm that the practice had taken the required action to meet the legal requirements in relation to the breaches in regulation set out in warning notices issued to the provider. The warning notices were issued in respect of breaches of regulation related to safe care and treatment and good governance.

Our key findings were as follows:

- The practice had complied with the warning notices we issued and had taken the action needed to comply with legal requirements.

Summary of findings

- Arrangements to handle emergencies had been improved.
- Arrangements to dispose of sharps waste had been improved.
- New systems had been introduced to ensure staff were provided with the training relevant to their role.
- Systems to identify, monitor and mitigate risk had been improved in respect of risks related to fire and legionella.
- Systems to monitor access to appointments had been improved and there was additional GP capacity.

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

The Beechdale Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team included a CQC inspector and a CQC inspection manager.

Background to The Beechdale Surgery

The Beechdale Surgery provides primary medical services to approximately 3700 patients in the Beechdale area of Nottingham. The practice is located at 439 Beechdale Road, Nottingham, NG8 3LF.

The provider is registered for the provision of the following regulated activities from The Beechdale Surgery:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

The Beechdale Surgery is part of the Beechdale Medical Group which has three further GP practices located within a close radius. Each practice holds a Primary Medical Services (PMS) contract with Nottingham City CCG and each has a separate patient list. Beechdale Medical Group is a partnership between a GP and nurse practitioner. The total list size of the four practices in the group is approximately 12,650 and all are situated in the NG8 district of Nottingham. Patients registered with any practice within the Beechdale Medical Group have access to appointments at all sites.

The Beechdale Surgery is situated in an area of high deprivation falling into the most deprived decile. Income deprivation affecting children and older people is above the national average.

The clinical staff comprises of five part time GPs (male and female), an advanced nurse practitioner, a practice nurse and a healthcare assistant. The clinical team is supported by a practice manager and a team of reception and administrative staff. A number of staff work across the group of practices including an IT manager.

The practice is open between 8.30am and 6.30pm Tuesday to Friday. There is extended opening on a Monday with the practice being open from 8.30am to 8pm; the practice opens on Saturday from 9am to 1pm.

When the surgery is closed out-of-hours GP services are provided by Nottinghamshire Emergency Medical Services (NEMS) which is accessed by telephoning the NHS111 service.

Why we carried out this inspection

We undertook an announced comprehensive inspection of The Beechdale Surgery on 11 May 2017 and 23 May 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as inadequate. The full comprehensive report following the inspection in May 2017 can be found by selecting the 'all reports' link for The Beechdale Surgery on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of The Beechdale Surgery on 1 December 2017. This inspection was carried out to ensure the practice had complied with the warning notices issued in August 2017 and to confirm that the practice was now meeting legal requirements.

Are services safe?

Our findings

At our previous inspection in May 2017, we rated the practice as inadequate for providing safe services due to issues identified in the following areas:

- **Arrangements to handle clinical or medical emergencies**
- **Disposal of sharps waste**

Following our inspection in May 2017, we issued the practice with a warning notice in respect of the breach of Regulation 12; Safe care and treatment.

Our findings from our inspection of 1 December 2017 indicated that the practice had taken action to comply with the warning notice:

- Arrangements to respond to emergencies had been significantly improved. The practice had purchased trollies to store equipment and medicines which might be required to respond to clinical or medical emergencies. There was clear signage displayed to indicate where emergency equipment was located and arrangements had been standardised across all of the provider's locations. There was evidence of regular checks of emergency equipment and medicines. All emergency medicines and equipment reviewed was within date.
- Sharps bins reviewed were secured and the contents were disposed of in line with guidance.

Are services well-led?

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

At our previous inspection on in May 2017, we rated the practice as inadequate for providing well-led services as governance systems were not being operated effectively. This was due to issues identified in the following areas:

- **Systems for ensuring staff received training appropriate to their role**
- **Systems to identify, monitor and mitigate risk**
- **Systems to monitor and improve the quality of services**

We issued a warning notice in respect of these issues and found arrangements had significantly improved when we undertook a follow up inspection of the service on 1 December 2017.

- Systems for the management and recording of training had been significantly improved. New spreadsheets had been developed to support the recording of training for each member of staff which identified the training required specific to their role. Staff had completed training defined as mandatory by the practice. This included CPR (cardio pulmonary resuscitation) training and fire safety training.
- A fire risk assessment had been undertaken; this had identified a number of areas of risk. We saw evidence that action had been taken by the practice to address areas of identified risk. For example, signage and alarm arrangements had been improved.
- Recruitment checks had been undertaken for relevant members of staff including DBS checks and evidence of conduct in previous employment.
- The practice had made arrangements for a risk assessment to be undertaken in respect of the risk of legionella. Systems had been implemented to record the regular running of taps and legionella testing was undertaken.
- Arrangements to record information related to incidents including significant events and complaints had been significantly improved. Recording forms were completed in full and identified learning and actions. Completed forms demonstrated events had been investigated and reviewed. The practice had developed systems to log complaints and significant events. The system highlighted when events were due for review and those still open. In addition, significant events and complaints were categorized according to any themes enabling the practice and the wider group of practice to identify any trends and to share learning across the group.
- Access to appointments was closely monitored. Improvements had been made to the website for the group of practices to ensure there was clear information was patients about how they could access services across the group of practices. Additional GP capacity had been recruited to the practice group.