

Sutton Hill Medical Practice

Quality Report

The Medical Centre
Maythorne Close
Sutton Hill
Telford
TF7 4DH

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Website: www.suttonhillmedical.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 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 comprehensive inspection at Sutton Hill Medical Practice on 13 April 2016. A breach of legal requirement was found and a requirement notice was served. After the comprehensive inspection the practice sent us an action plan to say what they would do to meet legal requirements in relation to:

- Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Safe care and treatment.

We undertook a focused inspection on 20 June 2016. We did not visit the practice but reviewed information sent to us by the provider. The inspection was to check that the practice had followed their action plan and to confirm they now met legal requirements. This report only covers

our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Sutton Hill Medical Practice on our website at www.cqc.org.uk.

Our key findings were as follows:

- Non clinical staff were no longer permitted to undertake chaperone duties.
- The chaperone policy had been amended to reflect that clinical staff only undertook chaperone duties.

Overall the practice is rated as good and good in the safe domain. This recognises the improvements made to the quality of care provided by this service.

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.

- Non clinical staff were no longer permitted to undertake chaperone duties.
- The chaperone policy had been amended to reflect that clinical staff only undertook chaperone duties.
- The chaperone policy clearly stated that clinical will stand inside the curtain and watch the procedure.

Good



Sutton Hill Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Sutton Hill Medical Practice

Sutton Hill Medical Centre is registered with the Care Quality Commission (CQC) as a GP partnership provider in Telford. The practice holds a General Medical Services (GMS) contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services and is the commonest form of GP contract. The practice area is one of high deprivation when compared with the national and local Clinical Commissioning Group (CCG) area. At the time of our inspection the practice had 8,486 patients.

The main site is the Sutton Hill Medical Practice, with branch site in Shifnal. The sites are as follows:

- Sutton Hill Medical Practice, The Medical Centre, Maythrone Close, Sutton Hill, Telford, TF7 4DH
- The Broadway, Shifnal, Shropshire TF11 8AZ

The practice staffing comprises of:

- Five GP partners (two male and three female), one salaried GP and one GP registrar.
- Three female practice nurses and two female health care assistants.
- A business manager.
- An office manager.
- Two secretaries, six receptionists and two apprentices.

The main practice is open from 8am - 6pm Monday to Friday. The telephones are answered after 8.30am. The branch practice at Shifnal is open on Mondays between 9am and 11am. Extended surgery hours were offered on either a Tuesday or Wednesday each week between 6.30pm and 8.45pm and were by appointment only. The practice had opted out of providing cover to patients in the out-of-hours period. During this time services were provided by Shropdoc out of hours service.

The practice offers a variety of clinics such as smoking cessation, child health and sexual health clinics. It also offers clinics for patients with long term conditions such as asthma and diabetes. The practice is a training practice for GP registrars and medical students to gain experience and higher qualifications in general practice and family medicine.

Why we carried out this inspection

We carried out a comprehensive inspection of the services under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The inspection was carried out to check that improvements to meet legal requirements planned by the practice after our comprehensive inspection on 13 April 2016 had been made. We inspected the practice against one of the five questions we ask about services: is the service safe. This is because we found that the service was not meeting some legal requirements at the previous inspection.

Detailed findings

How we carried out this inspection

The practice sent us information to support that they had completed the improvements required to meet the legal requirements. A Care Quality Commission inspector reviewed the information received. We were able to perform our checks without visiting the practice.

Are services safe?

Our findings

Overview of safety systems and processes

During our previous inspection on 13 April 2016 we found that the practice had not done all that was reasonably practicable to assess, monitor, manage and mitigate risks to the health and safety of patients. This was because:

- Non clinical staff acting as chaperones stood outside of the curtain whilst the examination was taking place, which did not protect patients from the risk of potential harm.

During our inspection on 20 June 2016 we found that:

- Non clinical staff were no longer permitted to undertake chaperone duties.
- The chaperone policy had been amended to reflect that clinical staff only undertook chaperone duties.
- The chaperone policy clearly stated that clinical will stand inside the curtain and watch the procedure.