

# Dr I P Tolley and Partners

## Inspection report

343 Reepham Road  
Hellesdon  
Norwich  
NR6 5QJ  
Tel: 01603486602

Date of inspection visit: 19 April 2023  
Date of publication: 23/05/2023

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 to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Dr I P Tolley and Partners (known as Hellesdon Medical Practice) on 19 April 2023. Overall, the practice is rated as good.

Safe - good

Effective – good

Caring – good

Responsive – good

Well-led – good

Following our previous inspection published on 14 November 2018, the practice was rated good overall and for all key questions.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Dr I P Tolley and Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

We carried out this inspection to follow up on concerns reported to us.

## How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.
- Staff questionnaires.

## Our findings

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 found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- Patients received effective care and treatment that met their needs. The practice was aware of a back log of annual reviews that had developed during the COVID-19 pandemic. The action plan they were working with ensured the the backlog was being addressed appropriately and within a timely manner.
- The practice undertook regular quality improvements audits such as ensuring patients with a learning disability received appropriate proactive care to live healthier lives.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- 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**:

- Monitor risk assessments to take actions as required to mitigate risks to patients and staff.
- Continue to monitor the systems in place including the coding of medical conditions to ensure all patients receive appropriate reviews in the appropriate timeframes.
- Implement a system to formally record the reflective learning sessions to evidence that supervision and oversight of non clinical medical prescribers is in place. In addition, monitor the plan to implement whole team meetings to discuss and review significant events and complaints and to share any learning outcome and actions taken.
- Continue to monitor and reduce the backlog of medical records to fully summarise.

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

**Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA**

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

## Our inspection team

Our inspection team was led by a CQC lead inspector, who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location. A second CQC inspector and a nurse specialist also undertook site visit.

## Background to Dr I P Tolley and Partners

Dr I P Tolley and Partners (known as Hellesdon Medical Practice) is located in Hellesdon at:

343 Reepham Road

Hellesdon

Norwich

Norfolk

NR6 5QJ

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

The practice is situated within the Norfolk and Waveney Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 10,916. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called One Norwich Practices.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the second highest decile (9 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 1.3% Asian, 97.2% White, 0.4% Black, 0.9% Mixed, and 0.2% Other.

The age distribution of the practice population shows a higher number of older people and a lower number of working age and younger people compared to local and national averages.

There is a team of 5 GP partners (3 female and 2 male), the practice is a training practice and at the time of the inspection had 5 GP registrars. There is a clinical team consisting of an advanced nurse practitioner, advanced paramedic practitioner, 2 practice nurses and 2 health care assistants. There is a practice manager and office manager and a support team consisting of a care co-ordinator and reception/administration/secretarial staff.

The practice is open between 8.30am to 6pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Hellesdon Medical Partnership is participating in an NHS England funded improved access scheme to provide some additional GP, nurse practitioner and nurse appointments for patients. For patients registered at the practice, these appointments are offered from a nearby medical practice.

Out of hours services are provided by GP Out of Hours Service and are accessed via the NHS 111 service.