

Dr Robinson & Partners

Inspection report

Kidsgrove Medical Centre
Mount Road, Kidsgrove
Stoke On Trent
Staffordshire
ST7 4AY
Tel: 01782 777991
<https://www.kidsgrovegps.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 caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr Robinson & Partners on 7 June 2019.

We previously carried out an announced comprehensive inspection at Dr Robinson & Partners on 27 November 2018 as part of our inspection programme. The practice was rated inadequate, placed into special measures and a warning notice in relation to good governance and a requirement notice in relation to staffing were issued. We carried out a follow up inspection on 25 January 2019 to ensure that the issues identified in the warning notice had been addressed. The full comprehensive report on the 27 November 2018 inspection and the focused report for 25 January 2019 can be found by selecting the 'all reports' link for Dr Robinson & Partners on our website at www.cqc.org.uk.

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.
- information from the provider, patients and other organisations.

We have rated this practice as good overall and good for all population groups.

We found that:

- There had been significant improvement since our previous inspection and that the practice had addressed previous concerns.
- All staff had completed safeguarding training. The practice's safeguarding policy for vulnerable adults had been updated to reflect the appropriate categories of abuse.
- Staff recruitment checks met legal requirements.
- There was an action plan with target dates for completion in place to address the backlog of coding of patients' conditions.
- A system to track prescription stationery throughout the practice had been put in place.

- The practice had established regular meetings with other professionals to plan and deliver care and treatment for people with long-term conditions. Decisions were documented in patients' records.
- All staff had received an appraisal and an overarching system to monitor staff compliance with required training was in place.
- Consent forms reflected the most recent changes in legislation.
- Staff treated patients with kindness, respect and compassion.
- The practice had acted to understand why patient satisfaction with access to appointments was below the national average.
- A process for ensuring compliance with timeframes specified within the practice's complaints policy had been implemented. There was evidence of learning from complaints and significant events.
- A clear vision and credible strategy had been developed by the practice leaders with involvement of staff at all levels.
- Governance and management operated effectively. Policies had been updated to reflect national guidance.
- There were effective processes for managing risks, issues and performance.

The areas where the provider **should** make improvements are:

- Continue to monitor and improve the backlog of coding of patients' conditions in patients' records.
- Continue to explore and address below average patient satisfaction levels with access to appointments.

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

I am taking this service out of special measures. This recognises the significant improvements made to the quality of care provided by the service.

Dr Rosie Benneyworth BS BM 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 Care Quality Commission (CQC) lead inspector and included a GP specialist adviser.

Background to Dr Robinson & Partners

Dr Robinson & Partners is located at Kidsgrove Medical Centre, Mount Road, Kidsgrove, Stoke-on-Trent, Staffordshire, ST7 4AY. The practice has good transport links and there is a pharmacy located nearby.

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

Dr Robinson & Partners is situated within the North Staffordshire Clinical Commissioning Group (CCG) and provides services to approximately 6,810 patients under the terms of a General Medical Services (GMS) contract. A GMS contract is a contract between NHS England and general practices for delivering general medical services to the local community.

The practice employs two male GP partners, an advanced nurse practitioner, two practice nurses, two health care support assistants, an elderly care facilitator, a practice

manager and eight administrative staff covering a range of hours. They have vacant positions for a salaried GP and an advanced nurse practitioner which they are actively recruiting for.

The practice area is one of low deprivation when compared with the national and local CCG area.

Demographically the practice population distribution is comparable with the CCG and national averages. The general practice profile shows that the percentage of patients with a long-standing health condition is 51% which is comparable with the local CCG average of 55% and the same as the national average. The National General Practice Profile describes the practice ethnicity as being 98.2% white British, 0.6% Asian, 0.2% black, 0.9% mixed and 0.1% other non-white ethnicities. Average life expectancy is 78 years for men and 83 years for women compared to the national average of 79 and 83 years respectively.