

Upperthorpe Medical Centre

Quality Report

Upperthorpe Medical Centre
30 Addy Street
Sheffield
S6 3FT

Tel: 0114 275 1010

Website: www.upperthorpemedicalcentre.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 well-led?

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 Upperthorpe Medical Centre on 15 September 2016. The overall rating for the practice was 'good' with 'requires improvement' for the 'well led' domain. The full comprehensive report on the 15 September 2016 inspection can be found by selecting the 'all reports' link for Upperthorpe Medical Centre on our website at www.cqc.org.uk.

This inspection was an announced desktop inspection carried out on Monday 15 May 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 15 September 2016. This report covers our findings in relation to those requirements.

Overall the practice is now rated as good.

Our key findings were as follows:

- Disclosure and Barring Service (DBS) checks were in place for all administrative staff who acted as chaperones.
- Prescriptions were tracked through the practice to comply with NHS Protect Security of prescription forms guidance 2013.
- An infection prevention and control audit had been carried out at the branch surgery.
- Parliamentary Health Service Ombudsman details had been added to the practice complaints leaflet.

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 well-led?

- Disclosure and Barring Service (DBS) checks were in place for all administrative staff who acted as chaperones.
- Prescriptions were tracked through the practice to comply with NHS Protect Security of prescription forms guidance (2013).
- An infection prevention and control audit had been carried out at the branch surgery.
- Parliamentary Health Service Ombudsman details had been added to the practice complaints leaflet.

Good



Upperthorpe Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector

Background to Upperthorpe Medical Centre

Upperthorpe Medical Centre is located in Sheffield city centre and has a branch surgery at Ecclesall. The practice provides services for 11,200 patients under the terms of the NHS General Medical Services contract. The practice catchment area is classed as within the group of the fifth more deprived areas in England. The age profile of the practice population is similar to other GP practices in the Sheffield Clinical Commissioning Group (CCG) area.

The practice has seven GP partners (four female and three male), three practice nurses and one healthcare assistant. They are supported by a team of practice management staff and an administration team. The practice is open between 9 am to 12.30 and 2 pm to 6 pm Monday, Tuesday, Wednesday and Friday and 9 am to 12 midday on Thursdays. Appointments with staff are available at various times throughout the day. Extended hours are offered on Mondays and Fridays from 7 am to 8 am and Saturdays from 8.30 am to 10 am. Patients requesting same day appointments are triaged over the telephone and offered a face to face appointment if required. When the practice is closed calls are answered by the out-of-hours service which is accessed via the surgery telephone number or by calling the NHS 111 service.

Why we carried out this inspection

We undertook a comprehensive inspection of Upperthorpe Medical Centre on 15 September 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated good overall but as requires improvement for 'well led'. This is because the service was not meeting one legal requirement and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations. Specifically Regulation 17 good governance. The full comprehensive report following the inspection on 15 September 2016 can be found by selecting the 'all reports' link for Upperthorpe Medical Centre on our website at www.cqc.org.uk.

We undertook a desktop inspection of Upperthorpe Medical Centre on 15 May 2017. 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 legal requirements.

How we carried out this inspection

We carried out a desktop inspection of Upperthorpe Medical Centre on 15 May 2017. This involved reviewing documentary evidence which identified that:

- Disclosure and Barring Service (DBS) checks were in place for administrative staff who acted as chaperones.
- Prescriptions were tracked through the practice to comply with NHS Protect Security of prescription forms guidance.
- An infection prevention and control audit had been carried out at the branch surgery.

Detailed findings

- Parliamentary Health Service Ombudsman details had been added to the practice complaints leaflet.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time

Are services well-led?

Good 

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

Our findings

- At our previous inspection on 15 September 2016 we rated the practice as requires improvement for providing well led services because Disclosure and Barring Service (DBS) checks were not in place for administrative staff who acted as chaperones.
- During our follow up desktop inspection on 15 May 2017 we saw evidence that Disclosure and Barring Service (DBS) checks were in place for all administrative staff who acted as chaperones.(DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable).
- At our previous inspection on 15 September 2016 we rated the practice as requires improvement for providing well led services because prescriptions were not tracked through the practice to comply with NHS Protect Security of prescription forms guidance 2013.
- During our follow up focused inspection on 15 May 2017 we saw a log which identified that prescriptions were tracked through the practice and complied with NHS Protect Security of prescription forms guidance 2013.
- At our previous inspection on 15 September 2016 we rated the practice as requires improvement for providing well led services because an infection prevention and control audit had not been carried out at the branch surgery.
- During our follow up focused inspection on 15 May 2017 we saw evidence that an infection prevention and control audit had been carried out at the branch surgery and evidence was seen to demonstrate that actions were being taken to address any issues identified.
- At our previous inspection on 15 September 2016 we rated the practice as requires improvement for providing well led services because Parliamentary Health Service Ombudsman details were not added to the practice complaints leaflet.
- During our follow up focused inspection on 15 May 2017 we saw evidence that the Parliamentary Health Service Ombudsman details had been added to the practice complaints leaflet.