

Albion Place Medical Practice

Inspection report

23-29
Albion Place
Maidstone
ME14 5DY
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www.albionplace.co.uk

Date of inspection visit: 25 September 2020
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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.

Overall summary

We carried out an announced focussed inspection (at short notice to the provider) at Albion Place Medical Practice on 25 September 2020 under Section 60 of the Health and Social Care Act 2008, as part of our regulatory functions. The practice was not rated as a consequence of this inspection.

Our judgement of the quality of care at this service is based 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. The on-site inspection activity took place on 25 September 2020 followed by inspection activities carried out remotely during the following two weeks.

At this inspection we found:

- The practice's systems, practices and processes did not always keep people safe.
- Risks to patients, staff and visitors were not always assessed, monitored or managed in an effective manner.
- Staff did not always have the information they needed to deliver safe care and treatment.
- The arrangements for medicines management helped to keep patients safe.
- Local leadership was well established and worked autonomously as well as independently from overall central leadership provided by staff at the provider's head office.
- Visibility of the Registered Manager in the practice was limited.
- Governance arrangements were not always effective.
- The practice involved the public, staff and external partners to help sustain high-quality sustainable care. However, they did not always take all feedback into consideration.

- Systems and processes for learning and continuous improvement were not always effective.
- Significant events and complaints were not always managed in a timely manner.

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

- Ensure care and treatment is provided in a safe way to patients.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

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

- Consider revising systems to help keep all staff up to date with fire safety training.
- Consider revising systems to help keep governance documents up to date.

We are mindful of the impact of COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

Our inspection team was led by a CQC Inspector and included a CQC Inspection Manager, a second CQC Inspector and a GP Specialist Advisor.

Background to Albion Place Medical Practice

- The registered provider is Albion Place Medical Practice. The two partners who run the service form part of the provider at scale organisation, DMC Healthcare Limited, that delivers general practice services at several locations in London and the South East of England.
- Albion Place Medical Practice is located at 23-29 Albion Place, Maidstone, Kent, ME14 5DY. The practice has a general medical services contract with NHS England for delivering primary care services to the local community. Primary medical services are available to registered patients via an appointments system. The practice website is www.albionplace.co.uk.
- As part of our inspection we visited Albion Place Medical Practice, 23-29 Albion Place, Maidstone, Kent, ME14 5DY only, where the provider delivers registered activities.
- Albion Place Medical Practice has a registered patient population of approximately 12,000 patients.
- There are arrangements with other providers (IC24) to deliver services to patients outside of the practice's working hours.
- The practice staff consists of two salaried GPs (one male and one female), one interim practice manager, one assistant practice manager, two advanced nurse practitioners (both female), two practice nurses (both female), one healthcare assistant (female), one pharmacist practitioner (female), one administration lead, one prescription clerk, six administration / reception staff, one administration assistant, two medical secretaries and one data analyst. The practice also employs locum GPs via an agency. Practice staff are also supported by the DMC Healthcare Limited management staff.
- Albion Place Medical Practice is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; treatment of disease, disorder or injury.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance A Warning Notice was issued for breaches of Regulation 17(1): Good governance of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
Family planning services	
Maternity and midwifery services	
Surgical procedures	
Treatment of disease, disorder or injury	