

# Two Rivers Medical Centre

## Quality Report

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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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## Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Two Rivers Medical Centre on 15 August 2017. The practice was rated as requires improvement for providing safe services and good for providing effective, caring, responsive and well led services. Overall the practice was rated as good. The full comprehensive reports on the 15 August 2017 inspection can be found by selecting the 'all reports' link for Two Rivers Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We carried out an announced focused inspection at Two Rivers Medical Centre on 19 February 2018. This was to check they had followed their action plan and to confirm they now met legal requirements in relation to the breaches identified in our previous inspection on 15 August 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good, and good for providing safe services.

Our key findings from this inspection were as follows:

- The practice had effective systems in place to ensure that Disclosure and Barring Service (DBS) checks were completed for all staff who worked unsupervised with patients.
- Significant events were investigated, reviewed and all learning had been identified and outcomes were monitored to completion.

- Emergency medicines were stored appropriately and room temperatures were recorded to ensure these medicines were stored within the recommended range.
- Portable electrical appliance testing had been undertaken in September 2017.
- The practice had five nurse practitioners, all of whom had qualified as Independent Prescribers and could therefore prescribe medicines for specific clinical conditions. They received support from GPs for this extended role; however there was no formal review of their work.
- The practice had a carers' champion and a dedicated carers' information board in the reception area. Work had been undertaken to ensure that patients identified as carers had been coded appropriately. The practice had identified 549 patients as carers, which was just over 2% of the practice list.

The areas where the provider should make improvements are:

- Consider the need to formally review the work undertaken by the nurse practitioners to obtain assurance of the quality of their work.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**

Chief Inspector of General Practice

# Summary of findings

## Areas for improvement

### Action the service **SHOULD** take to improve

- Consider the need to formally review the work undertaken by the nurse practitioners to obtain assurance of the quality of their work.

# Two Rivers Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This focused inspection was completed by a CQC lead inspector and a GP Specialist Advisor.

## Background to Two Rivers Medical Centre

The practice area covers the town of Ipswich and extends into the outlying villages. The practice offers health care services to approximately 24,700 patients. The practice was formed as a result of a merger of two GP practices in April 2015. Since the merger, they have also managed the building of and relocation to a new, purpose built health centre in July 2016. The centre has consultation space for GPs and nurses, midwives and mental health link workers. The centre also accommodates the community glaucoma service, hearing service and specialist physiotherapy service. The practice holds a Primary Medical Service (PMS) contract with the local CCG.

- There are three GP Partners at the practice (two female and one male), nine associate (salaried) GPs (four female and five male), five nurse practitioners, all of whom are independent nurse prescribers, seven practice nurses, three practice paramedics, four health care assistants and two practice pharmacists.
- A team of administration, reception, medical secretaries and information technology staff support the management team. The business manager is supported by a practice operations manager, a deputy practice operations manager, a reception manager and an information technology manager.

- The practice is open between 8am and 6.30pm Monday to Friday. Extended hours are available from 7.30am Monday to Friday and until 7.30pm on Tuesday. Patients are able to book evening and weekend appointments with a GP through Suffolk GP+ (Suffolk GP+ is for patients who urgently need a doctor's appointment, or are not able to attend their usual GP practice on a weekday.)
- When the practice is closed, Care UK provide the out of hours service; patients are asked to call the NHS 111 service to access this service, or to dial 999 in the event of a life threatening emergency.
- The practice demography is similar to the Clinical Commissioning Group (CCG) and national average, with slightly more male patients aged between 35 to 39 and 45 to 49. Income deprivation affecting older people is higher than the CCG average and similar to the national average.
- Male and female life expectancy in this area is in line with the England average at 81 years for men and 85 years for women.

## Why we carried out this inspection

We carried out an announced comprehensive inspection at Two Rivers Medical Centre on 15 August 2017. The practice was rated as requires improvement for providing safe services and good for providing effective, caring, responsive and well led services. Overall the practice was rated as good. The full comprehensive reports on the 15 August 2017 inspection can be found by selecting the 'all reports' link for Two Rivers Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Detailed findings

We carried out an announced focused inspection at Two Rivers Medical Centre on 19 February 2018. 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.

# Are services safe?

## Our findings

At our previous inspection on 15 August 2017, we rated the practice as requires improvement for providing safe services because:

- Disclosure and Barring Service checks had not been undertaken for all staff, which included four nurses, who had unsupervised contact with patients.
- Room temperature checks where emergency medicines were stored were not completed and portable electric appliance testing had not been undertaken.
- The investigation of significant events was not always documented fully to ensure that all learning had been identified.

These arrangements had improved when we undertook a focused inspection on 19 February 2018. The practice is now rated as good for providing safe services.

### Safety systems and process

Appropriate arrangements were in place to for undertaking Disclosure and Barring Service (DBS) checks (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). The DBS check policy detailed which staff DBS checks would be undertaken for. This included all clinical staff and non-clinical staff who may have one to one unsupervised contact with patients, for example, staff who acted as chaperones, and those who supported new patients to register at the practice. We reviewed the files of

all of the eight non-clinical staff who may work unsupervised with patients and found a DBS check was in place. We reviewed the files of six nursing staff, a paramedic and two salaried GPs. Appropriate DBS checks had been completed for all of these clinical staff.

The practice had five nurse practitioners, all of whom had qualified as Independent Prescribers and could therefore prescribe medicines for specific clinical conditions. They received support from GPs, which included an identified GP mentor who completed their annual appraisal. The duty clinical team had recently changed from two GPs, to one GP and one nurse practitioner. They worked closely with the duty GP, who triaged the work division and had oversight of their work. However, there was no formal review of their work. The provider said they planned to do this.

Emergency medicines were stored appropriately and checks of room temperatures were taken daily and documented. Guidance was available for staff to follow if room temperatures were outside of the recommended range.

The practice ensured that facilities were safe. The practice had arranged for portable appliances to be tested for safety and we saw evidence which confirmed they were safe. This had been completed in September 2017.

### Lessons learned and improvements made

We reviewed the documentation of three significant events. Significant events were investigated, reviewed and all learning had been identified and monitored to completion.