

Southglade Medical Practice

Inspection report

Southglade Health Centre
Southglade Road
Nottingham
NG5 5GU
Tel: 01159770224
www.opersosehealth.co.uk

Date of inspection visit: 14 June 2022
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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	Requires Improvement	
Are services safe?	Requires Improvement	
Are services effective?	Requires Improvement	
Are services caring?	Good	
Are services responsive to people's needs?	Requires Improvement	
Are services well-led?	Requires Improvement	

Overall summary

We carried out an announced inspection at Southglade Medical Practice on 14 June 2022. Overall, the practice is rated as Require Improvement.

Safe - Requires Improvement

Effective – Requires Improvement

Caring - Good

Responsive – Requires Improvement

Well-led – Requires Improvement

Why we carried out this inspection

This was a comprehensive inspection as this location had been registered by CQC following a change in service provider.

How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting clinical interviews using video conferencing
- Completing clinical searches on the practice's patient records system and discussing findings with the provider
- Reviewing patient records to identify issues and clarify actions taken by the provider
- Requesting evidence from the provider
- A short site visit

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 have rated this practice as Requires Improvement overall

We found that:

Overall summary

- There were ineffective processes in place for the management of patients' medicines. On reviewing the clinical system we found patients had not been appropriately reviewed before medicines had been authorised.
- Staff shortages had impacted on the delivery of services; in particular, access to appointments and administration staff being able to manage their workload effectively.
- The practice had a system in place to ensure safeguarding registers were monitored effectively. Regular reviews of the registers were carried out to ensure all the relevant information had been recorded appropriately and safeguarding arrangements protected patients from avoidable harm.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic.
- Oversight of some governance arrangements were not managed effectively; this impacted on delivery and management of care in some key areas.

We found breaches of regulations. The provider **must**:

- Ensure care and treatment is provided in a safe way to patients.

In addition the provider **should**:

- Develop processes to encourage patients to attend immunisation and cervical screening appointments.
- Review telephone access and appointment availability on a regular basis and monitor patient feedback to improve satisfaction.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

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

Background to Southglade Medical Practice

Southglade Medical Practice is located in Nottingham at:

Southglade Road

Nottingham

NG5 5GU

The practice is part of Operose Health, a large healthcare provider. Operose Health provide support to the practice through a range of departments which include human resources, governance and finance. The practice is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures. The practice is situated within the Nottinghamshire Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS) to a patient population of about 4,500. This is part of a contract held with NHS England. The practice is part of a wider network of GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others. The age distribution of the practice population closely mirrors the local and national averages.

There is a clinical director who has the overall clinical responsibility for a number of practices locally. There are two part time salaried GPs (one male, one female) and one long term female locum working at the practice. They are supported by a newly employed practice nurse. There is a reception/administration team. The practice manager provides managerial oversight.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered a choice when to visit the practice.

Extended access is provided locally by Primary Care Healthcare hubs and the practice provides later evening appointments until 8pm on a Thursday evening. Out of hours services are provided by Nottingham Evening Medical Services (NEMS).

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

Regulated activity

Diagnostic and screening procedures
Family planning services
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder or injury

Regulation

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

- Medication reviews had not been completed appropriately to ensure patients care was monitored appropriately.

This was in breach of Regulation 12(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.