

Primary Care Today Limited

Inspection report

Muglet Lane
Maltby
Rotherham
South Yorkshire
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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 Primary Care Today Ltd on 21 February 2019 as part of our inspection programme.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 25 July 2018.

At the last inspection on 25 July 2018 we rated the practice as requires improvement overall and for providing safe and well led services because:

- Assessments of the risks to the health and safety of service users of receiving care or treatment were not being carried out.
- Shortfalls in infection prevention and control (IPC) had not been identified and addressed.
- Not all staff had completed refresher training in emergency procedures in the last 12 months.
- Emergency equipment was not checked in line with Resuscitation Council UK guidance.
- There had been previous shortfalls in monitoring vaccine fridge temperatures which had not been acted on appropriately.
- Staff received safeguarding and safety training appropriate to their role but not all staff had completed up to date refresher training in these areas.
- There were no records to evidence action taken in respect of external safety events and patient and medicine safety alerts.
- Equipment safety checks such as portable appliance testing checks were overdue.
- Complaints records had not been maintained.

At this inspection, we found that the provider had satisfactorily addressed these areas.

We based our judgement of the quality of care at this service is 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 good overall and good for all population groups.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Review and improve processes for implementing appropriate authorisations for staff to administer medicines (including Patient Group Directions or Patient Specific Directions).
- Review and improve processes to monitor patients on high risk medicines.
- Review and improve accessibility to emergency medicines.
- Consider historical medicine safety alerts in when performing medicine reviews.
- Review and improve process for sharing information about current evidence based practice between staff.

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

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 CQC lead inspector.
The team included a GP specialist advisor.

Background to Primary Care Today Limited

The practice is privately owned by Primary Care Today Ltd and operated by Dr Z A Khan. The practice is also known as The Queens Medical Centre.

Primary Care Today Ltd is based in a detached building that was purpose built in 1989. There is on-site parking for up to eight vehicles including disabled parking.

The practice provides Personal Medical Services (PMS) for 1,483 patients in the NHS Rotherham Clinical Commissioning Group (CCG) area. The practice is in one of the second most deprived areas nationally.

There is one full time male GP. There is an advanced nurse practitioner, a practice nurse and a small administration team led by a practice manager.

The practice opens as follows:

The reception is open Monday to Friday 8am to 6.30pm and on Wednesdays 8am to 7.30pm.

Nurse and GP appointments are available at variable times during the day and telephone consultations are also available. Evening and weekend, pre-bookable appointments via the practice, are also available at one of four hub sites across Rotherham. Access to out of hours care is provided via NHS 111.