

# Dr Steven Nimmo

## Inspection report


Barton  
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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

Inadequate 

Are services safe?	Inadequate 
Are services effective?	Inadequate 
Are services caring?	Inadequate 
Are services responsive?	Inadequate 
Are services well-led?	Inadequate 

# Overall summary

We carried out an unannounced comprehensive inspection at Dr Steven Nimmo, (locally known as Barton Surgery) on 24 October 2019 following information received from stakeholders and a review of the information available to us.

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 inadequate overall.**

We rated the practice as **inadequate** for providing safe services because:

- Safety systems, processes and standard operating procedures are not fit for purpose.
- The management of systems around health and safety, patient emergencies, recruitment, fire safety and infection control were not effective and unsafe.
- The information needed to plan and deliver effective care, treatment and support was not comprehensive and some patient consultation records lacked accurate and robust notes of care and treatment.
- The practice did not have clear systems and processes to keep patients safe.
- Receptionists had not been given guidance on identifying deteriorating or acutely unwell patients. They were not aware of actions to take in respect of such patients.
- The practice did not have appropriate systems in place for the safe management of medicines.
- The practice did not learn and make improvements when things went wrong.

We rated the practice as **inadequate** for providing effective services because:

- There was limited monitoring of the outcomes of care and treatment.
- The practice was unable to show that staff had the skills, knowledge and experience to carry out their roles.
- The practice was unable to show that it always obtained consent to care and treatment.
- Performance data was significantly below local and national averages.

We rated the practice as **inadequate** for providing caring services because:

- The service does not support a caring environment and approach to people's care, treatment and support.

We rated the practice as **inadequate** for providing responsive services because:

- Patients were frequently and consistently not able to access services in a timely way for an initial assessment, diagnosis or treatment.
- Patients experience unacceptable waits for some services.
- Patients were not encouraged to express their views about their care and support. Complaints and concerns could not be made in accessible ways.

We rated the practice as **inadequate** for providing well-led services because:

- Leaders could not show that they had the capacity and skills to deliver high quality, sustainable care.
- The practice culture did not effectively support high quality sustainable care.
- The overall governance arrangements were ineffective.
- The practice did not have clear and effective processes for managing risks, issues and performance.
- We saw little evidence of systems and processes for learning, continuous improvement and innovation.

Following this inspection, we served a notice under Section 31 of the Health and Social Care Act 2008. This notice formally notified the provider their registration as a service provider in respect of the regulated activities has been suspended from 28 October 2019 until 25 November 2019.

This notice of urgent suspension of the registration was given because we believe that a person could or may be exposed to the risk of harm if we do not take this action.

Following this inspection, we were made aware that the provider had handed his contract back and the practice would be closing. Had this not been the case then the practice would have been placed in special measures. Services placed in special measures would be inspected again within six months. If insufficient improvements had been made such that there remained a rating of inadequate for any population group, key question or overall, further action in line with our enforcement procedures would begin.

# Overall summary

**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

<b>Older people</b>	<b>Inadequate</b> 
<b>People with long-term conditions</b>	<b>Inadequate</b> 
<b>Families, children and young people</b>	<b>Inadequate</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Inadequate</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Inadequate</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Inadequate</b> 

## Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor, and a practice manager specialist advisor.

## Background to Dr Steven Nimmo

Dr Steven Nimmo, known as Barton Surgery is in the town of Plymstock, Plymouth, Devon PL9 9BR. It is located within the Plymouth local authority and is one of 126 practices serving the NHS Devon CCG area. The practice provides a primary medical service to approximately 2,700 patients of a diverse age group.

The deprivation decile rating for this area is nine (with one being the most deprived and 10 being the least deprived).

This is a single handed practice. The GP is supported by a practice manager. Practice nurses and health care assistants were locums. The clinical team are supported by additional

reception, secretarial and administration staff.

The practice is open from Monday to Friday, between the hours of 8.30am and 6pm as per local arrangements. Outside of these times patients are directed to contact the out of hour's service and the NHS 111 number.

The practice offers a range of appointment types including face to face same day appointments, telephone

consultations and advance appointments (four weeks in advance) as well as online services such as repeat prescriptions. Appointments can be booked up to four weeks in advance and take place between 8.30am and 5pm. Outside of these times the GPs make telephone calls and sees patients that have been triaged.

The practice has a General Medical Services (GMS) contract with NHS England.

This report relates to the regulatory activities being carried out at:

Barton Surgery,

Horn Lane,

Plymstock,

Plymouth

PL9 9BR.

We visited this location during our inspection.

# Are services safe?

Detailed findings narrative goes here...

# Are services effective?

Detailed findings narrative goes here...

# Are services caring?

Detailed findings narrative goes here...

# Are services responsive to people's needs?

Detailed findings narrative goes here...



# Are services well-led?

Detailed findings narrative goes here...