

# Bower Mount Medical Practice

## Quality Report

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Maidstone Kent ME16 8AX  
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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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## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Bower Mount Medical Practice on 22 November 2016. The overall rating for the practice was good. The full comprehensive report on the November 2016 inspection can be found by selecting the 'all reports' link for Bower Mount Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 25 April 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 22 November 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- The practice was able to demonstrate they were following guidance on the management of medicines.

- The practice was able to demonstrate that fire safety risks to patients, staff and visitors were being assessed and well managed.
- The practice had identified 91 patients on the practice list who were carers (0.9% of the practice list).
- We looked at five policy and procedure documents that governed activity at the practice and saw that they were up to date and contained a planned review date.

However, there were also areas of practice where the provider needs to make improvements.

The provider should:

- Continue to identify patients who are also carers to help ensure eligible patients are offered relevant support.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

- The practice was able to demonstrate they were following guidance on the management of medicines. Records showed that the practice had a system that checked and recorded the minimum and maximum temperatures of all four medicine refrigerators. When temperatures had gone outside of acceptable limits we saw that the practice had taken the correct action required. The use of blank prescription forms and pads were being monitored through the practice.
- The practice was able to demonstrate that risks to patients, staff and visitors from fire were being assessed and well managed.

**Good**



# Bower Mount Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Bower Mount Medical Practice

Bower Mount Medical Practice is situated in Maidstone, Kent and has a registered patient population of 10,478. There are more patients registered between the ages of 40 and 44 years as well as above the age of 65 years than the national average. There are fewer patients registered between the ages of 5 and 29 years than the national average. The practice is located in an area with a lower than average deprivation score.

The practice staff consists of seven GP partners (three male and four female), one GP Registrar, one practice manager, one assistant practice manager, three practice nurses (all female), two healthcare assistant (both female), one phlebotomist as well as administration and reception staff. There are reception and waiting areas on the ground floor. There is also a waiting area on the first floor which is accessible by stairs and lift. Patient areas are accessible to patients with mobility issues, as well as parents with children and babies.

The practice is a training practice (training practices have GP trainees and FY2 doctors).

The practice has a general medical services contract with NHS England for delivering primary care services to the local community.

Services are provided from Bower Mount Medical Practice, 1 Bower Mount Road, Maidstone, Kent, ME16 8AX only.

Bower Mount Medical Practice is open Monday to Friday 8am to 6pm. Extended hours appointments are offered Friday 7am to 8am as well as once each month on Saturday 8am to 11am.

Primary medical services are available to patients via an appointments system. There are a range of clinics for all age groups as well as the availability of specialist nursing treatment and support. There are arrangements with other providers (Integrated Care 24) to deliver services to patients outside of the practice's working hours.

During this inspection we visited Bower Mount Medical Practice, 1 Bower Mount Road, Maidstone, Kent, ME16 8AX only.

## Why we carried out this inspection

We undertook a comprehensive inspection of Bower Mount Medical Practice on 22 November 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection on 22 November 2016 can be found by selecting the 'all reports' link for Bower Mount Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Detailed findings

We undertook a follow up focused inspection of Bower Mount Medical Practice on 25 April 2017. 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.

## How we carried out this inspection

Before visiting, we reviewed information sent to us by the practice that told us how the breaches identified during the

comprehensive and focussed inspections had been addressed. During our visit we spoke with the practice manager and the assistant practice manager as well as reviewed information, documents and records kept at the practice.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

# Are services safe?

## Our findings

At our previous inspection on 22 November 2016, we rated the practice as requires improvement for providing safe services.

- The arrangements for managing medicines in the practice did not always keep patients safe.
- The practice was unable to demonstrate that regular fire drills were carried out.

These arrangements had significantly improved when we undertook a follow up inspection on 4 April 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

The practice had revised arrangements for managing medicines to help keep patients safe.

- Staff told us that medicines and vaccines were now being stored in the medicines refrigerators at the correct temperature. Records showed that the practice had a system that checked and recorded the minimum and maximum temperatures of all four medicine

refrigerators on a regular basis. We saw that the temperature of medicine refrigerators had gone outside of the maximum temperature on two occasions.

Records showed that staff had followed the correct procedure and reported the incidents as well as taking necessary action. For example, where the temperature of one refrigerator had exceeded 25 degrees centigrade all vaccines stored therein had been disposed of.

- The practice had revised the system that monitored blank prescription forms and pads through the practice. Staff told us the practice had introduced a system that recorded the serial numbers of blank prescription forms and pads on arrival and tracked their use through the practice. Records confirmed this.

### Monitoring risks to patients

The practice had revised the way they managed fire safety risks to patients, staff and visitors.

- Staff told us that fire drills were now being carried out. Records showed that a fire drill had been carried out on 13 April 2017.