

# Riverlyn Medical Centre

## Inspection 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 location

Good



Are services safe?

Good



# Overall summary

We carried out an announced comprehensive inspection at Riverlyn Medical Centre on 13 November 2018 as part of our inspection programme. The overall rating for the practice was 'good', however, the practice was rated as 'requires improvement' for providing safe services.

The full comprehensive report from the inspection in November 2018 can be found by selecting the 'all reports' link for Riverlyn Medical Centre on our website at

This inspection was an announced focused inspection carried out on 6 November 2019 to follow up on breaches of regulations identified at the previous inspection on 13 November 2018. This report covers our findings in relation to actions taken by the practice since our last inspection in respect of the safe domain.

At the last inspection in November 2018 we rated the practice as requires improvement for providing safe services because:

- Staff immunisation records were not complete to ensure staff were vaccinated appropriately.
- Patient-specific directions were not appropriately authorised.
- Safety checks were not fully documented.
- The infection prevention and control lead did not have sufficient training to support their role.

At this inspection, we found that the provider had satisfactorily addressed these areas. Overall the practice remains rated as 'good'. The practice is now also rated 'good' for providing safe services.

Our key findings were as follows:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Staff immunisation records were kept in line with current Public Health England guidance.
- Patient-specific directions were authorised by a GP before medicines were given and then scanned into the patient electronic record.
- Fire risk assessments were carried out every six months by an external provider on behalf of the practice, and actions identified from the assessment were rectified.
- We saw several training courses on infection prevention and control, including hand hygiene, had been undertaken by the infection control lead. The lead cascaded training to all staff within the practice.
- Oxygen cylinders and the defibrillator were checked monthly to ensure they were fit for use in an emergency.

**Details of our findings and the evidence supporting our rating is set out in the evidence table.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care.

## Population group ratings

## Our inspection team

This focused inspection was undertaken by two CQC Inspectors.

## Background to Riverlyn Medical Centre

Riverlyn Medical Centre provides primary medical services from a registered location at Station Road, Bulwell, Nottingham, NG6 9AA. Further information about Riverlyn Medical Centre can be found on the practice's website.

Services are provided to approximately 3000 patients through a Personal Medical Services (PMS) contract. Riverlyn Medical Centre is a partnership of two GPs (one male; one female) who are supported by long-term locum GPs, a practice nurse and a healthcare assistant. There is a team of administrative, reception staff and a practice manager.

The practice population falls into the most deprived decile; the level of deprivation is above the local and national averages. The level of income deprivation affecting older people is below the local average and above the national average. The level of income deprivation affecting children is above the local and national averages.

The practice opens from 8am to 6.30pm Monday to Friday and offered extended hours opening one evening per week. Weekend appointments and weekday evening appointments are available through hub working arrangements. When the service is closed out of hours services are provided through the NHS 111 service.