

Albion Place Medical Practice

Inspection report

23-29
Albion Place
Maidstone
ME14 5DY
Tel: 01622235613
www.albionplace.co.uk

Date of inspection visit: 8 April 2021
Date of publication: 27/05/2021

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out this focused inspection at Albion Place Medical Practice between 30 March and 8 April 2021. The site visit was unannounced, and the practice was not rated as a result of this inspection.

The full reports for previous inspections can be found by selecting the 'all reports' link for Albion Place Medical Practice on our website at www.cqc.org.uk

Why we carried out this inspection

This inspection was a focused follow-up inspection to assess the provider's compliance against the warning notice issued following our inspection of the service carried out between 30 July to 14 September 2020.

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:

- Speaking with staff in person and using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing our 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.
- information from the provider, patients, the public and other organisations.

We found that the practice had made improvements and was compliant with the warning notice. In particular:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Risks to patients, staff and visitors were assessed, monitored and managed in an effective manner, including infection prevention and control monitoring processes.
- The practice kept all medicines required for dealing with medical emergencies.
- Staff had been supported to complete all required training.
- Safeguarding arrangements and responsibilities were clearly defined.
- Governance and local clinical leadership arrangements had been reviewed and updated.

Overall summary

The clinical searches undertaken at this inspection identified some issues outside of the warning notice compliance review. These were discussed with the provider and we have seen evidence that action has been taken where appropriate.

Whilst we found no breaches of regulations, the provider **should**:

- Continue to monitor and review clinical staffing levels and continue to seek to recruit to the vacant salaried GP position.
- Review the findings from the clinical searches undertaken at this inspection and take action to improve related systems and processes where required.
- Consider the wording used in response letters to complainants and take action to improve where required.

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	Not inspected	
People with long-term conditions	Not inspected	
Families, children and young people	Not inspected	
Working age people (including those recently retired and students)	Not inspected	
People whose circumstances may make them vulnerable	Not inspected	
People experiencing poor mental health (including people with dementia)	Not inspected	

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector who undertook a site visit. The team included a second CQC inspector and 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 Albion Place Medical Practice

Albion Place Medical Practice is located in a purpose-built building, which is shared with other health care related services at:

23-29 Albion Place
Maidstone
ME14 5DY

The provider 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 NHS Kent and Medway clinical commissioning group (CCG) and delivers General Medical Services to a patient population of approximately 11,500 patients.

The practice is part of a wider network of GP practices locally and is supported by a larger provider at scale organisation that delivers general practice services at several locations in London and Kent. The registered manager for this service is the medical director of primary care services for the larger provider at scale organisation.

The practice employs two salaried GPs (male and female), two advanced nurse practitioners (ANPs), two practice nurses, two health care assistants and a pharmacist practitioner. The practice routinely employs locum GPs and ANPs through an agency to fill vacant clinical sessions. Clinical staff are supported by a practice manager, assistant practice manager, administration lead, reception lead and a team of reception and administration staff. The practice staff are also supported by the management team of the provider at scale organisation.

Due to the enhanced infection prevention and control measures put in place since the COVID-19 pandemic and in line with the national guidance, a high proportion of GP appointments provided by the practice are telephone consultations. Where the GP needs to see a patient face-to-face, then the patient is offered an appropriate appointment.

Patients requiring a GP outside of normal working hours are advised to contact the NHS 111 service where they will be given advice or directed to the most appropriate service for their medical need.

For further details please see the practice website www.albionplace.co.uk