

The Tutbury Practice

Inspection report

Tutbury Health Centre
Monk Street, Tutbury
Burton On Trent
Staffordshire
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www.tutburypractice.co.uk

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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?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced inspection at The Tutbury Practice on 24 July 2019. The announced inspection was part of our inspection programme.

We decided to undertake an inspection of this service following our annual review of the information available to us. This inspection looked at the following key questions:

- Safe
- Effective
- Caring
- Well Led

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 Good overall.

We rated the practice as requires improvement for providing safe services because:

- The systems, processes and practice that helped to keep patients safe and safeguarded from abuse were insufficient.
- There was a gap in the process for monitoring patients' health in relation to the use of medicines to reduce the risk of a blood clot.
- There were gaps seen in the recruitment process for locum GPs.

We rated the practice as good for providing effective services because:

- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.

We rated the practice as good for providing a caring service because:

- Patients reportedly positively on being treated with care and concern and had confidence and trust in the healthcare professional they saw or spoke to.

- The practice National GP Survey results were above the local clinical commissioning group and England averages.
- Carers were further supported by a member of staff appointed as the practice Carer Lead. Together with the practice and practice patient forum they provided an annual carer event attended by over 50 patients including patients attending from other practices. The number of carers registered at the practice represented 2.5% of the registered patient population.
- There was a strong person-centred culture.
- The practice patient forum had achieved recognition in the form of an award for the East Staffordshire Volunteering Support for Young People by a Team or Individual in 2019.

We rated the practice as good for providing a well led service because:

- The practice had developed an action plan to meet the needs of its registered population whilst bearing in mind the aims and objectives of the wider health economy.
- Identified gaps in the practice governance processes had been proactively managed to reduce risk and to develop sustainable care. However, some areas we reviewed in providing a safe service required further clinical oversight.

These areas affected all population groups, so we rated all population groups as good, except for families, children and young people which was rated requires improvement in effective and therefore rated as requires improvement overall.

The areas where the provider must make improvements as they are in breach of regulations are:

- Ensure that care and treatment is provided in a safe way.

(Please see the specific details on action required at the end of this report).

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	Requires improvement 
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 and a practice manager specialist advisor.

Background to The Tutbury Practice

The Tutbury Practice provides a range of primary medical services to approximately 7,450 patients from purpose-built premises situated at Monk Street in Tutbury near Burton on Trent in Staffordshire, under the terms of a General Medical Services contract with NHS England. A GMS contract is a contract between NHS England and general practices for delivering general medical services. The practice is a member of the NHS East Staffordshire Clinical Commissioning Group (CCG). The practice population age distribution is broadly in line with local and national averages.

The practice provides a number of clinics for example, long-term condition management including asthma, diabetes and high blood pressure.

The practice staffing comprises of two full-time male GP partners, a part time female GP partner and two salaried GPs. The practice is a training practice and at the time of the inspection supported a Registrar (trainee GP). The nursing team comprises of three qualified nurses, a practice nurse who is currently undergoing Practice Nurse Development training, a healthcare assistant and a phlebotomist. The practice is supported by a practice manager, data quality administrator, medical secretary, an admin assistant, receptionist co-ordinator, admin co-ordinator, receptionists and an apprentice.

The provider Care Quality Commission registration required updating to include their female GP partner.

The practice is open from 8am to 6pm, Monday to Friday. The practice has opted out of providing an out-of-hours service. When the practice is closed the out-of-hours service provider is Staffordshire Doctors Urgent Care Limited (SDUC). Patients may also call NHS 111 or 999 for life threatening emergencies. Routine appointments can be booked in person, by telephone or on-line. Home visits are available to patients with complex needs or who are unable to attend the surgery. The practice provides “Advanced Access” which offers an appointment with a GP within 48 hours, though you may have to wait longer if you wish to see a particular GP. Pre-bookable appointments are available with the GP’s up to two weeks in advance.

Further details about the practice can be found by accessing the practice’s website at: www.tutburypractice.co.uk

Following a national government initiative from 1st September 2018 extra appointments are offered across the whole of East Staffordshire, including evening and weekend appointments. The requirement in the GP Forward View is for practices to provide an additional 30 minutes for every 1,000 patients per week. Each appointment will be between 10 and 15 minutes, which

means there are four to six appointments available per hour. Additionally, a new online digital service is available on Sunday mornings where appointments are offered with a GP via the Q Doctor App for further details All

practices across East Staffordshire are participating in this extended access. Further information can be found at; www.eaststaffscg.nhs.uk/your-health/extended-primary-care-services.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met.</p> <p>The provider had failed to ensure the proper and safe management of medicines, in particular:</p> <ul style="list-style-type: none">· Repeat prescribing of a medicine used to reduce the risk of blood clots without sight of the blood monitoring test results.· A lack of risk assessments for emergency medicines not held by the practice. This included for example a medicine used in epilepsy. <p>The provider had failed to do all that is reasonably practicable to mitigate risks, in particular;</p> <ul style="list-style-type: none">· There was a lack of electronic coding to link family members where there was safeguarding identified in one record reviewed.· There was no electronic coded vulnerable adult safeguarding register.· The locum recruitment records reviewed did not demonstrate that recruitment checks were carried out in accordance with regulations.