

# Aspen Medical Practice

## Inspection report

Horton Road  
Gloucester  
GL1 3PX  
Tel: 01452337733  
www.aspenmedicalpractice.nhs.net

Date of inspection visit: 16 December 2020  
Date of publication: 15/02/2021

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 effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



# Overall summary

In light of the current Covid-19, CQC has looked at ways to fulfil our regulatory obligations, respond to risk and reduce the burden placed on practices by minimising the time inspection teams spend on site.

In order to seek assurances around potential risks to patients, we are currently piloting a process of remote working as far as practicable. This practice consented to take part in this pilot and the evidence in the report was gathered without entering the practice premises.

We carried out the remote elements of inspection through the GP focused inspection pilot (GPFIP) on 16 December 2020. This was in response to feedback we received from the public which suggested an increased risk to patients at the practice. From information and potential concerns considered by CQC there were areas identified that required investigation and review.

We carried out an announced remote regulatory assessment with Aspen Medical Centre on 16 December 2020. This report was created as part of pilot work which looked at new and innovative ways of fulfilling CQC regulatory obligations and responding to risk in light of the COVID-19 pandemic. This was conducted with the consent of the provider. Unless the report says otherwise, we obtained the information in it without visiting the provider. From information and potential concerns considered by CQC there were areas identified that required investigation and review. These fell in the safe, effective and well led domains.

## **This inspection was unrated.**

We found that:

- Patients diagnosed with Diabetes Dementia received appropriate care and treatment.
- The practice did not always have policies to give guidance to staff.

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

- Ensure policies which give guidance to staff are embedded in practice.
- Introduce quality assurance processes for the summarisation of new patient notes.

**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>Not inspected</b> 
<b>People with long-term conditions</b>	<b>Inspected but not rated</b> 
<b>Families, children and young people</b>	<b>Not inspected</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Not inspected</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Not inspected</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Inspected but not rated</b> 

## Our inspection team

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

## Background to Aspen Medical Practice

Aspen Medical Centre is located at The Aspen Centre, Horton Road, Gloucester, Gloucestershire, GL1 3PX.

There are two branch surgeries located at;

Saintbridge Surgery

Askwith Road

Gloucester

GL4 4SH

and

Tuffley Surgery

38 Warwick Avenue

Tuffley

Gloucester

GL4 0SL

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, surgical procedures and family planning.

Aspen Medical Centre is situated in the Gloucestershire Clinical Commissioning Group (CCG) and provides services to approximately 29,500 patients under the terms of a general medical services (GMS) contract.

The clinical team comprises a mix of twelve GP partners and thirteen salaried GPs, one physician's associate, five advanced nurse practitioners, one paramedic practitioner, twenty-five practice nurses/health care assistants and four clinical pharmacists. A Chief Executive Officer, assisted by an administration manager, finance manager, operations manager and a risk and compliance manager oversee the management of Aspen Medical Centre, and they are supported by additional admin and reception staff, spread across the three locations.

Out of hours services are provided by NHS 111.