

# Richmond Medical Centre

## Quality 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 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 Richmond Medical Centre on 05 January 2016. The overall rating for the practice was good and the rating for the safe domain was requires improvement. The full comprehensive report on January 2016 inspection can be found by selecting the 'all reports' link for Richmond Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was a desk-based review carried out on 21 February 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 05 January 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is now rated as good.

Our key findings were as follows:

- An external contractor was employed to clean and sanitise all carpets within the practice following our initial inspection in January 2016.
- Internal cleaning policies specific to the cleaning of carpets were updated.
- A formal system had been implemented to provide clinical supervision and mentorship to independent nurse prescribers.
- Significant events detailed what had been learnt as a result of the incident as well as the action taken. We saw minutes of meetings with the partners which discussed the significant events and the actions taken.
- Meeting minutes were recorded for all primary health care team meetings which demonstrated the attendance of relevant health and social care professionals, including community nursing team, health visitors and MacMillan nurses.

**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.

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**Good**



# Richmond Medical Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection team was led by a CQC Lead Inspector.

## Background to Richmond Medical Centre

Richmond Medical Centre provides primary medical services to a population of approximately 9,572 patients in North Hykeham and the surrounding area. The practice provides services to patients residing in five residential care and nursing homes in the surrounding area.

In 2011 the practice were awarded the Quality Practice Award (QPA) by the Royal College of General Practitioners (RCGP). The QPA award is given to GP practices to show recognition for high quality patient care by all members of staff in the team.

The practice has a higher distribution of patients between the ages of 45-69 years of age and an even distribution of male/female patients.

The practice employs seven GPs, three practice nurses, two health care assistants, one phlebotomist, a practice manager, two secretaries, an administrator and a team of reception staff.

The practice has a General Medical Services (GMS) contract. The GMS contract is the contract between general practices and NHS England for delivering care services to local communities.

The practice has one location registered with the Care Quality Commission (CQC) which is Richmond Medical Centre, Moor Lane, North Hykeham, Lincoln, LN6 9AY.

The current practice premises are in need of updating and planning permission had been agreed for the development of a new purpose built practice close to the vicinity of the current practice. Building work has commenced and is due to be completed by September 2017. The practice had risk assessment processes in place to monitor the risks the current premises presented.

The practice is open from 8am to 6.30pm Monday to Friday. The practice provides extended opening hours on a Monday until 8pm. Pre-bookable appointments and on the day 'urgent' appointments are available. Pre-bookable appointments can be booked up to two weeks in advance. The practice also provides a home visit service for patients. The practice offers on-line services for patients such as on-line appointment booking, ordering repeat prescriptions and viewing patient care records.

The practice has an active patient participation group (PPG) who meet on a regular basis.

The practice is located within the area covered by NHS Lincolnshire West Clinical Commissioning Group (LWCCG). The CCG is responsible for commissioning services from the practice. A CCG is an organisation that brings together local GP's and experienced health professionals to take on

commissioning responsibilities for local health services. There are significant health inequalities in Lincolnshire West, linked to a mix of lifestyle factors, deprivation, access and use of healthcare.

The practice has opted out of the requirement to provide GP consultation when the surgery is closed, the out-of-hours service is provided by Lincolnshire Community Health Services NHS Trust.

The practice has car parking and pedestrian access and additional parking is available in public car parks near to the practice.

# Detailed findings

## Why we carried out this inspection

We undertook a comprehensive inspection of Richmond Medical Centre on 05 January 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall and requires improvement for the provision of safe services. The full comprehensive report following the inspection on January 2016 can be found by selecting the 'all reports' link for Richmond Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up desk-based inspection of Richmond Medical Centre on 21 February 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

We carried out a desk-based focused inspection of Richmond Medical Centre on 21 February 2017. This involved reviewing evidence that included:

- Cleaning policies and procedures that had been updated.
- Non-medical prescribing audits.
- Significant event forms and minutes to demonstrate discussions.
- Primary health care team meeting minutes to demonstrate multi-disciplinary team meetings.

# Are services safe?

## Our findings

At our previous inspection on 05 January 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of cleanliness and infection control were not adequate and a formal system of clinical supervision and mentorship was not in place for nurse independent prescribers.

These arrangements had significantly improved when we undertook a follow up inspection on 21 February 2017. The practice is now rated as good for providing safe services.

Following our inspection, the practice employed an external contractor to clean and sanitise all carpets within the practice. The practice also updated internal cleaning policies specific to the cleaning of carpets. This included the frequency of cleaning and deep cleaning and a separate policy was in place with regards to what action should be taken following a spillage of bodily fluids.

The practice had also decided to employ an external cleaning company to continue with the cleaning of the premises.

A formal system had been implemented to provide clinical supervision and mentorship to independent nurse prescribers. A non-medical prescribing audit was completed on a weekly basis and discussed with the GP mentor at the end of the week to ensure prescribing was appropriate.

The practice had also reviewed the actions highlighted from the January 2016 inspection that should be taken to improve services and took the following action:

- Significant events detailed what had been learnt as a result of the incident as well as the action taken. We saw minutes of meetings with the partners which discussed the significant events and the actions taken.