

Primary Care Today Limited

Inspection report

Muglet Lane
Maltby
Rotherham
S66 7NA
Tel: 01709817902

Date of inspection visit: 10/02/2022
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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	Inspected but not rated	
Are services safe?	Inspected but not rated	
Are services effective?	Inspected but not rated	
Are services responsive to people's needs?	Inspected but not rated	
Are services well-led?	Inspected but not rated	

Overall summary

We carried out an unannounced inspection at Primary Care Today Limited (also known as Queen's Medical Centre) on Thursday 10 February 2022. Overall, the practice remains rated as inadequate.

Following our previous inspection on 23 and 26 November 2021, the practice was given an overall rating of inadequate with the following key question ratings:

- Safe: inadequate
- Effective: requires improvement
- Caring: good
- Responsive: good
- Well-led: inadequate

The full reports for previous inspections can be found by selecting the 'all reports' link for Primary Care Today Limited on our website at www.cqc.org.uk.

Why we carried out this inspection

This inspection was a focused inspection to follow up on:

- Information of concern received by CQC
- Breaches of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 identified during the November 2021 inspection.

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:

- A short site visit
- Requesting evidence from the provider
- Interviewing staff and managers on site

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 and
- information from the provider, patients, the public and other organisations.

As we did not rate the practice following this inspection, the practice remains rated as inadequate overall.

We found that:

Overall summary

- The practice had improved the cleanliness of the practice, through the installation of new seat coverings and flooring throughout the practice and the implementation of more detailed cleaning schedules.
- Staff had quicker access to emergency medical equipment and medicines, and the range of medicines held was more comprehensive.
- Clinical cover arrangements had improved, with additional GP staff and nursing staff now available.
- The practice had continued to offer patients face-to-face appointments so patients could access care and treatment when they required it.

However:

- Not all staff had completed all required mandatory training relevant to their role.
- Not all staff received regular appraisals, one-to-ones, clinical supervision and a review of any prescribing competencies.
- Safeguarding processes required further improvement, as the practice did not have a safeguarding policy in place at the time of our inspection and not all staff had completed safeguarding training to appropriate levels for their role.
- Staff recruitment and employment checks, including Disclosure and Barring Service (DBS) checks, required further improvement.
- Blank prescriptions were not always kept securely or managed in an effective manner.
- Several key policies and procedures, such as safeguarding policies, were not in place. Other policies, such as the practice's whistle-blowing and speaking up policies, were not specific to the practice and its processes.

Whilst we saw some improvements had been made in relation to the warning notice, there was still significant action required to demonstrate full compliance. The warning notice will therefore remain in place until we are satisfied satisfactory progress has been made.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Following our last inspection of this service in November 2021, this location was placed into special measures. Services placed in special measures will be inspected again within six months. As this was a focused inspection to follow up on information of concern and the regulatory breaches identified at the last inspection, we did not rate the service during this inspection. We will continue to undertake a follow-up inspection within six months of the original inspection to review the practice's progress.

If insufficient improvements have been made such that there remains a rating of inadequate for any key question or overall, we will take action in line with our enforcement procedures to begin the process of preventing the provider from operating the service. This will lead to cancelling their registration or to varying the terms of their registration within six months if they do not improve.

The service will be kept under review and if needed could be escalated to urgent enforcement action. Where necessary, another inspection will be conducted within a further six months, and if there is not enough improvement we will move to close the service by adopting our proposal to remove this location or cancel the provider's registration.

Special measures will give people who use the service the reassurance that the care they get should improve.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team comprised of a lead inspector and an inspection manager, who spoke with staff and undertook a site visit.

Background to Primary Care Today Limited

Primary Care Today Limited, also known as Queen's Medical Centre, is located in Maltby at:

- Muglet Lane, Maltby, Rotherham, South Yorkshire, S66 7NA.

The provider is registered with CQC to deliver the Regulated Activities of diagnostic and screening procedures; maternity and midwifery services; family planning services; treatment of disease, disorder or injury; and surgical procedures.

The practice offers services from the main practice location only. The practice is situated within the NHS Rotherham Clinical Commissioning Group (CCG) and delivers Personal Medical Services (PMS) to a patient population of approximately 1400. This is part of a contract held with NHS England.

The practice is part of the Maltby Wickersley primary care network.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 97.8% White, 1.0% Asian, 0.9% Mixed, 0.2% Black and 0.1% Other.

The age distribution of the practice population roughly mirrors the local and national averages, however there were fewer younger and older people and more working age people registered at the practice compared to national averages.

Clinical cover is provided by one GP and one advanced nurse practitioner (ANP), supported by additional locum staff. The clinical team are supported at the practice by a team of reception and administration staff. At the time of our inspection, there was not a practice manager in post.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Extended access is provided locally by Connect Healthcare Rotherham CIC, where late evening and weekend appointments are available. Out of hours services are provided by NHS 111.