

# The Beechdale Surgery

## Inspection report

439 Beechdale Road  
Nottingham  
Nottinghamshire  
NG8 3LF  
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[www.beechdalesurgery.co.uk](http://www.beechdalesurgery.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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Requires improvement



Are services well-led?

Requires improvement



# Overall summary

We carried out an announced focussed inspection at The Beechdale Surgery on 18 June 2019 in response to concerns that were found at another practice which was part of the Beechdale Medical Group.

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 requires improvement overall and requires improvement for all population groups.**

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

- There were gaps in staff recruitment, immunisation and training records.

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

- There was limited evidence of quality improvement.

We rated the practice as **requires improvement** for providing well-led services because:

- The practice did not have a clear vision and set of values in place which staff were aware of.

- We saw little evidence of systems and processes for learning, continuous improvement and innovation.

The areas where the provider **should** make improvements are:

- Encourage non-clinical staff to complete a level of safeguarding training in line with Royal College of Nursing guidance.
- Ensure staff recruitment records include all relevant information.
- Continue to develop a record of staff immunisation status for all diseases recommended by Public Health England.
- Improve quality improvement methods such as completion of full-cycle clinical audits to monitor and improve patient outcomes.
- Put a clear vision and set of values in place to support high quality care.
- Improve governance procedures to ensure that risks, issues and performance concerns are identified and managed effectively.

**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>Requires improvement</b> 
<b>People with long-term conditions</b>	<b>Requires improvement</b> 
<b>Families, children and young people</b>	<b>Requires improvement</b> 
<b>Working age people (including those recently retired and students)</b>	<b>Requires improvement</b> 
<b>People whose circumstances may make them vulnerable</b>	<b>Requires improvement</b> 
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Requires improvement</b> 

## Our inspection team

Our inspection team was led by a CQC inspector. The team included a GP specialist advisor and a practice nurse specialist advisor.

## Background to The Beechdale Surgery

The Beechdale Surgery provides primary medical services to approximately 4184 patients in the Beechdale area of Nottingham. The Beechdale Surgery is located at 439 Beechdale Road, Nottingham, Nottinghamshire, NG8 3LF.

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

The Beechdale Surgery is part of the Beechdale Medical Group which includes other GP practices located within a close radius. Each practice holds a Primary Medical Services (PMS) contract with NHS Nottingham City Clinical Commissioning Group (CCG) and each has a separate patient list. Beechdale Medical Group is registered with the CQC as a partnership between a GP and an advanced nurse practitioner.

The Beechdale Surgery is situated in an area of high deprivation falling into the most deprived decile. The practice population is diverse and 25.2% of patients are of black and minority ethnic groups. Income deprivation affecting children and older people is similar to the local CCG average and above the national average.

The practice is open between 8am and 6.30pm Tuesday to Friday. There is extended opening on a Monday with the practice being open from 8am to 8pm.

Weekend appointments and weekday evening appointments are available at a hub location which is in Nottingham city centre. When the practice is closed, patients are directed to Nottingham Emergency Medical Services (NEMS) via the 111 service.