

Greenwood and Sneinton Family 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 of Greenwood and Sneinton Family Medical Centre on 12 October 2015. A breach of legal requirements was found in that certain single use medical items were not in date. A robust system was not in place for checking that all single use medical items, equipment and medicines were suitable to use.

Overall the practice was rated as good with are services safe requiring improvement in view of the above.

After the comprehensive inspection, the practice wrote to us to say what action they had, and were taking to meet the legal requirement in relation to the breach.

We undertook a focused inspection on 22 August 2016 to check that the provider had completed the required action, and now met the legal requirements. This report covers our findings in relation to the requirements. We visited the practice as part of this inspection.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Greenwood and Sneinton Family Medical Centre on our website at www.cqc.org.uk.

This inspection found that the provider had taken appropriate action to meet the legal requirements.

- The practice is rated as good for safe.
- The use of single use items, equipment and medicines had been reviewed to ensure sufficient supplies were available to meet patients needs. Items were regularly checked to ensure they were in date and appropriate to use.

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 safe.

- Certain staff were responsible for carrying out regular checks to ensure that single use medical items, equipment and medicines were in date and suitable to use.
- Essential emergency medicines and equipment were checked on a monthly basis to ensure they were in date and available for use. Records were kept to support this.
- The use of single use items and medicines had been reviewed to ensure sufficient equipment and supplies were available to meet patients needs.
- Arrangements were in place to ensure that all medical equipment was tested and calibrated at the required intervals, to ensure it was working correctly and safe to use.

Good



Greenwood and Sneinton Family Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector undertook the focused inspection of Greenwood and Sneinton Family Medical Centre.

Background to Greenwood and Sneinton Family Medical Centre

The Greenwood & Sneinton Family Medical Centre is located in Sneinton in the city of Nottingham, and serves a diverse population of approximately 6,600 patients.

The practice is run by a partnership of six GPs, and holds a GMS contract to deliver essential primary care services.

The practice team includes a practice manager, a deputy practice manager, six GP partners, a salaried GP, a nurse practitioner, two practice nurses, a healthcare assistant receptionists and administrative staff.

The practice offers appointments from 8.30am to 6.30pm Monday to Friday, and extended hours on a Tuesday evening up to 8.30pm. There is also a drop in clinic where patients can sit and wait to be seen on a daily basis.

When the practice is closed the out of hours service is provided by Nottingham Emergency Medical Services (NEMS) Community Benefit Services Ltd.

The Greenwood & Sneinton Family Medical Centre is a training practice for GP registrars (qualified doctors who are doing extra training to become GP's) & F2 doctors (newly qualified doctors who are gaining experience in various specialties).

There is a separate surgery, Sneinton Dale surgery 450 metres away, which holds a PMS contract. The two practices have worked together on an informal basis for many years, and are in the process of formally merging. The practices currently share a practice manager and reception staff. The nurses and health care assistants from both practices have merged as one team, and now work from The Greenwood & Sneinton Family Medical Centre.

Why we carried out this inspection

We undertook a focused inspection of Greenwood and Sneinton Family Medical Centre on 22 August 2016. This was carried out to check that improvements had been made to meet the legal requirements, following our comprehensive inspection on 12 October 2015. We reviewed the practice against one of the five questions we ask about services: is the service safe.

How we carried out this inspection

We reviewed the information the practice sent us, in regards to the actions they had taken to meet the legal

Detailed findings

requirement in relation to Regulation 12: Safe Care and Treatment. We visited the practice as part of this inspection and carried out various checks. We also spoke with the practice manager and senior nurse.

Are services safe?

Our findings

A comprehensive inspection on 12 October 2015 found that certain single use medical items were not in date. At this time, a robust system was not in place for checking that all single use medical items, equipment and medicines were suitable to use.

Overall the practice was rated as good, with are services safe requiring improvement in view of the above.

Following the inspection, the practice wrote to us to say what action they had, and were taking to comply with the above issues.

This inspection found that the provider had taken appropriate action to meet the legal requirements.

- The practice is rated as good for safe.
- Staff had reviewed the use of single use items and medicines to ensure appropriate supplies were available to meet patients needs. For example, calpol (a medicine given to children to relieve pain) and K-Y jelly (a lubricant used for certain clinical procedures) were now available in individual sachets to ensure single use.
- Clinical staff had also reviewed the emergency medicines and equipment available, to ensure the practice was suitably equipped to respond to a person who becomes seriously ill.

- A member of staff carried out monthly checks to ensure that the emergency medicines and equipment were in date and available for use. Records were kept to support this. Senior staff present on the inspection agreed to provide a list of the emergency medicines and equipment kept, to enable staff to cross reference that all essential items were available.
- All the medicines we checked including vaccines were in date and appropriately stored. Also, all single use medical items we checked in the storage room were in date and suitable to use.
- Certain staff were responsible for carrying out regular checks to ensure that single use medical items, equipment and medicines were in date and suitable to use. However, it was unclear who checked a small supply of single use medical items kept in the consultation rooms. Senior staff present on the inspection agreed to address this issue.
- Arrangements were in place to ensure that all medical equipment was tested and calibrated at the required intervals, to ensure it was working correctly and safe to use.
- The practice had sought advice relating to the packaging and expiry dates of certain emergency equipment, to ensure it was used in line with the manufacturer's recommendations.