

Clover City Practice

Inspection report

Central Health Clinic
Mulberry Street
Sheffield
S1 2PJ
Tel: 01143054050
www.clovercitypractice.co.uk

Date of inspection visit: 15 July 2022
Date of publication: 15/08/2022

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

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Clover City Practice on 14 and 15 July 2022. Overall, the practice is rated as Good. The rating for each key question is:

Safe - Good

Effective – Good

Caring – Good

Responsive - Good

Well-led – Good

Why we carried out this inspection

This inspection was a comprehensive inspection of a new provider for the location. The previous provider was the NHS Foundation Trust. However, the new provider had previously carried out the day to day management of the service in conjunction with the Trust. Primary Care Sheffield Limited took over the responsibility of the location in July 2021 and changed their registration with the Commission to be the registered provider for the regulated activities.

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:

- Conducting staff interviews using video and telephone conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Requesting staff to complete a short questionnaire.
- A short visit to the practice.

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.

Overall summary

We have rated this practice as Good overall

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs. Clinical searches and medical records we reviewed showed effective management and monitoring of patients with long-term conditions although prevention data required review.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access urgent care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centred care.

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

- Continue to improve uptake of all national screening programmes.
- Embed the medication review procedure and ensure all medications are reviewed as part of the process.
- Improve monitoring oversight of outstanding tasks on the clinical system and ensure routine referral letters are processed in a timely manner.

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities, reviewed staff feedback forms and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Clover City Practice

Clover City Practice is located in the Sheffield city centre at Mulberry Street, Sheffield, S1 2PJ. The service does not have a practice boundary and patients from anywhere in Sheffield can register at this practice.

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, family planning and surgical procedures.

The practice is situated within the NHS South Yorkshire Integrated Care Board (SY ICB) and delivers Alternative Provider Medical Services (APMS) to a patient population of 5199 patients. This is part of a contract held with NHS England. The practice is also part of a wider Primary Care Network made up of local GP practices who provide shared services to their patients.

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

Ethnicity data was not available for the practice. The provider told us that 40% of patients registered did not have English as a first language. Of the patients registered 4242 were of working age with 125 patients being elderly and 832 being younger patients.

There is a clinical director who has oversight of all the providers' location sites. There are three GPs at this location, one part time nurse, a healthcare assistant and they are assisted by support managers and a large administration and reception team. The team have the support of additional employed staff such as physiotherapist, pharmacy support and mental health worker. There is a governance structure in place with an operational team, senior management team and senior leadership team who report to the board of directors for the organisation.

Phone lines operate between 8am and 6pm Monday to Friday and the practice is open 8.15am to 6pm Monday to Friday.

Weekend and evening appointments are offered at one of the satellite clinics in Sheffield, in partnership with other practices in the area. When the practice is closed, patient calls are automatically transferred to the Sheffield Out of Hours Service which is located at the Northern General Hospital.