

Holly Medical Group

Quality Report

17 Osborne Road
Jesmond
Newcastle Upon Tyne
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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

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 Holly Medical Group on 24 February 2015. Overall, we rated the practice as good. However, there was a breach of legal requirement. In particular we found that the safeguarding lead and two nurses had not been undergone a Disclosure and Barring Service (DBS) check. The DBS carries out checks to identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.

After the comprehensive inspection, the practice wrote to us to say what they would do to meet the above regulation. We carried out a desk based focused inspection on 26 September 2016 to check whether the

provider had taken steps to comply with the above legal requirement. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection by selecting the 'all reports' link for Holly Medical Group on our website at www.cqc.org.uk.

Our key findings across all the areas we inspected were as follows:

- The practice had complied with the requirement notice we set following the last inspection. We found that the practice had ensured that DBS checks had been completed for all clinical staff that had patient contact.

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.

- The practice had complied with the requirement notice we set following the last inspection. They had clearly defined and embedded systems, processes and practices in place to keep patients safe and safeguarded from abuse. The practice had ensured that Disclosure and Barring Service (DBS) checks had been completed for all clinical staff that had patient contact.

Good



Holly Medical Group

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection was led by a CQC Inspector.

Background to Holly Medical Group

Holly Medical Group is registered with the Care Quality Commission to provide primary care services. The practice provides services to around 8,900 patients from one location: 17 Osborne Road, Jesmond, Newcastle Upon Tyne, Tyne and Wear, NE2 2AH. The practice area covers Jesmond, Gosforth, South Gosforth, Heaton and Sandyford.

Holly Medical Group is based in converted premises in Jesmond, Newcastle Upon Tyne. There is on-site parking, disabled parking, a disabled WC and access is step-free.

The practice has three GP partners and four salaried GPs (one male, six female). The practice employs a practice manager, a deputy practice manager, two nurses, three healthcare assistants and seven staff who undertake administrative or reception duties. The practice provides services based on a General Medical Services (GMS) contract agreement for general practice.

Holly Medical Group is open at the following times:

- Monday 8:15am to 6pm.
- Tuesday 8:15am to 6pm.
- Wednesday 8:15am to 12pm then 1:15pm to 6pm.
- Thursday 8:15am to 6pm.
- Friday 8:15am to 6pm.

The telephones are answered by the practice during their opening hours.

Appointments are available at Holly Medical Group at the following times:

- Monday 8:20am to 12:20pm then 1:30pm to 5:30pm.
- Tuesday 8:20am to 11:30am then 1pm to 5:10pm.
- Wednesday 8:20am to 11:40am then 1:30pm to 5:20pm.
- Thursday 8:20am to 11:40am then 1:30pm to 5:20pm
- Friday 8:30am to 11:50am then 2:20pm to 5:20pm
- Extended hours appointments are available from 6:30pm to 8pm on Monday evening. Appointments are available with a GP or a nurse.

The practice is part of NHS Newcastle Gateshead clinical commission group (CCG). Information from Public Health England placed the area in which the practice is located in band ten for deprivation where one is the highest deprived area and ten in the least deprived. In general, people living in less deprived areas tend to have less need for health services. Average male life expectancy at the practice is 80 years, compared to the national average of 79 years. Average female life expectancy at the practice is 83 years, compared to the national average of 83 years.

The proportion of patients with a long-standing health condition is below average (49% compared to the CCG average of 57% and the national average of 54%). The proportion of patients who are in paid work or full-time employment is above average (65% compared to the CCG average of 61% and the national average of 62%). The proportion of patients who are unemployed is below average (2% compared to the CCG average of 7% and national average of 5%).

The service for patients requiring urgent medical care out of hours is provided by the NHS 111 service and Vocare, which is locally known as Northern Doctors Urgent Care Limited.

Detailed findings

Why we carried out this inspection

We undertook an announced desk based focused follow up inspection of Holly Medical Group on 26 September 2016. This inspection was carried out to check whether the provider had taken the action they said they would take to address shortfalls in relation to legal requirements, which had been identified during our comprehensive inspection on 24 February 2015. We inspected the practice against one of the five questions: is the service safe. This is because the service was not meeting some of the legal requirements relating to safety at the time of the inspection.

How we carried out this inspection

We carried out an announced desk based inspection on 26 September 2016. We looked at a sample of records the practice maintained in relation to the provision of the service. The provider also voluntarily gave us information to show they had taken action to address their complaints process, which we had identified they should do. However, this was not a legal requirement.

Are services safe?

Our findings

Reliable safety systems and processes including Safeguarding

When we last inspected the practice in February 2015, we identified that some aspects of safeguarding arrangements were not fully effective. We identified that:

- The safeguarding lead and two nurses had not undergone Disclosure and Barring Service (DBS) checks. The DBS carries out checks to identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have

contact with children or adults who may be vulnerable. We told the practice they must ensure that all clinical staff that were in contact with patients have undergone checks by the DBS.

During this desk based focused inspection, carried out on 26 September 2016, we found that the practice had clearly defined and embedded systems, processes and practices in place to keep patients safe. In particular we found that:

- Shortly after the inspection in February 2016, the practice completed DBS checks for the safeguarding lead and the two nurses who were employed by the practice. When a new GP had been appointed as safeguarding lead by the practice, a DBS check had also been completed.