

Kirkby Community Primary Care Centre

Inspection report

Ashfield Health & Wellbeing Centre
Portland Street, Kirkby-in-Ashfield
Nottingham
NG17 7AE
Tel: 01623434600
www.operosehealth.co.uk

Date of inspection visit: 12 July 2022
Date of publication: 30/08/2022

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?	Requires Improvement	
Are services well-led?	Good	

Overall summary

We carried out an announced inspection at Kirkby Community Primary Care Centre on 12 July 2022. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring – Good

Responsive – Requires Improvement

Well-led – Good

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Kirkby Community Primary Care Centre on our website at www.cqc.org.uk

Why we carried out this inspection

This was a comprehensive inspection as this location had been registered by CQC following a change in service provider.

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 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
- A short site visit

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.

We have rated this practice as Good overall

We found that:

Overall summary

- 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.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- Staff spoke highly of leaders and were able to raise concerns without fear of retribution.
- Patients spoke highly of the practice team and reported the team to be welcoming and kind.
- Patients we spoke to expressed the difficulties to obtain an appointment.
- Staff we spoke to expressed the difficulties in booking patients appointments due to the demand.
- There was not a sufficient amount of appointments to meet the needs of patients.
- There was a significant backlog in the summarising of records. The provider had an action plan in place to address the backlog which included the recruitment of a notes summariser.

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

- Continue to monitor staffing levels at the practice and ensure sufficient support is made available to reception and administration staff to manage workloads at the practice.
- Continue to monitor staffing levels at the practice to ensure sufficient appointments are available for patients to access care.
- Continue to monitor summarising of records against the practice action plan.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities 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 Kirkby Community Primary Care Centre

Kirkby Community Primary Care Centre is located in Nottingham at:

Portland Street

Kirkby-in-Ashfield

Ashfield Health and Wellbeing Centre

Nottingham

NG17 7AE

The provider is part of Operose Health, a large healthcare provider. Operose Health provide support to the practice through a range of departments which include human resources, governance and finance. The practice is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the NHS Nottingham and Nottinghamshire Integrated Care Board and delivers General Medical Services (GMS) to a patient population of approximately 6,900. This is part of a contract held with NHS England. An Integrated Care Board (ICB) is a statutory organisation bringing the NHS together locally to improve population health and establish shared strategic priorities within the NHS.

The practice is part of a wider network of seven GP practices called Ashfield South primary care network.

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.

There is a clinical director who has the overall clinical responsibility for a number of Operose practices within the local area. There is a team of long term locum GPs, an advanced nurse prescriber, two practice nurses and a health care assistant. The clinical team are supported at the practice by a team of reception and administration staff. The practice manager and assistant practice manager are based at the location to provide managerial oversight. They are supported by a business manager and regional manager who visit the location on regular occasions.

The practice is open between 8 am to 6.30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by the practice, where late evening and weekend appointments are available. Out of hours services are provided by NEMS Community Benefit Services Limited (NEMS).