

Old Catton Medical Practice

Inspection 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 location

Good



Are services safe?

Good



Overall summary

We carried out an announced comprehensive inspection at Old Catton Medical Practice on 29 January 2018. The overall rating for the practice was good, with a requires improvement rating for providing safe services. We issued a requirement notice against regulation 17 of the Health and Social Care Act Regulations 2014 Good governance, as the practice did not have effective systems for managing safety alerts and pathology results in a timely way.

We also identified areas the practice could improve and should:

- Review the use of information technology systems to drive improvement, including coding suspected cancer referrals and the templates used to record care and treatment for palliative care patients.
- Provide timely annual reviews for patients with learning difficulties.
- Monitor and review patient survey results and respond accordingly.

The full comprehensive report on the January 2018 inspection can be found by selecting the 'all reports' link for Old Catton Medical Practice on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 15 November 2018 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 29 January 2018.

This report covers our findings in relation to those requirements and additional improvements made since our last inspection.

Overall the practice is now rated as good, with a good rating for providing safe services.

At this inspection we found:

- Systems and processes were reviewed and improved to effectively manage safety alerts and pathology results.
- The system for coding suspected cancer referrals was reviewed and improved and the recording template for palliative care templates was effective in record all necessary information.
- The practice reviewed their list of patients with learning difficulties and increased the numbers of structured annual reviews completed. We also saw that patients who had not yet had an annual review were scheduled to have one.
- The practice had also reviewed the latest GP patient survey data and were taking action to improve the results, including commissioning a telephone system audit, increasing GP staffing levels, increasing telephone answering capability during busy periods.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

Our inspection team was led by a CQC lead inspector with a GP specialist adviser.

Background to Old Catton Medical Practice

The practice is situated in Old Catton, Norwich, Norfolk. The practice offers health care services to approximately 7,400 patients. The practice holds a General Medical Service (GMS) contract with the NHS Norwich Clinical Commissioning Group.

There are two GP partners (one female, one male) who are supported by one salaried GP (male). There are two practice nurses, one nurse practitioner and two healthcare assistants. A team of six administration and reception staff support the business team, comprised of a practice manager, a patient services manager, a reception manager and a practice support coordinator.

The practice is open between 8am to 6pm Monday to Friday and closes for lunch between 12.30pm and 1.30pm daily. Extended hours are offered on Monday morning

from 7am and on Wednesday and Thursday mornings from 7.30am. If the practice is closed, patients are asked to call the NHS111 service or to dial 999 in the event of a life-threatening emergency. Out of hours services are provided by Integrated Care 24.

The practice has a lower number of patients aged 20 to 24 years and a higher number of patients aged 35 to 39 years compared to the local and national average. However, the practice population profile generally follows the national average. The deprivation score is below the England average. Income deprivation affecting children and older people is below national averages. Male and female life expectancy in this area is in line with the England average at 82 years for men and 84 years for women.

Are services safe?

We rated the practice as good for providing safe services.

Information to deliver safe care and treatment

Staff had the information they needed to deliver safe care and treatment to patients.

- The care records we saw showed that information needed to deliver safe care and treatment was available to staff.
- The practice made effective use of computer system templates for recording the care and treatment given to palliative care patients.
- Clinicians made timely referrals in line with protocols, including suspected cancer referrals and appropriately recorded these on the practice computer system to monitor and review these referrals.

Appropriate and safe use of medicines

The practice had reliable systems for appropriate and safe handling of medicines.

- Patients' health was monitored in relation to the use of medicines and followed up on appropriately.
- Pathology results were handled in a timely manner. The practice had reviewed the process for handling pathology results including daily checks by the duty GP to action urgent results.

Lessons learned and improvements made

The practice learned and made improvements when things went wrong.

- The practice acted on and learned from external safety events as well as patient and medicine safety alerts.
- The system for receiving, recording, reviewing and acting on safety alerts had been reviewed and improved. We saw that all recent alerts had been received and reviewed and actions recorded.

Please refer to the evidence tables for further information.