

Dr S Nelson & Partners

Inspection report

Overton Park Road
Cheltenham
Gloucestershire
GL50 3BP
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Date of inspection visit: 26 Aug 2020
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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 effective?

Are services well-led?

Good



Overall summary

We previously carried out an announced focused inspection in July 2019 of Dr S Nelson & Partners following our annual review of the information available to us. This included information provided by the practice. At this inspection we focused on the effective and well led domains. We rated the practice as Good overall and Good for providing effective services but Requires Improvement for providing well led services as we found a breach of regulations. You can read the full report by selecting the 'all reports' link for Dr S Nelson & Partners on our website.

We were mindful of the impact of the COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what type of inspection was necessary and proportionate. This was therefore a desk-based review. On 26 August 2020 we commenced the desk-based review to confirm the practice had carried out its plan to meet the legal requirements in relation to the breach of regulations that we identified in the July 2019 inspection. We also looked at progress made against the areas identified in our previous inspection where the practice should make improvements (but were not breaches of regulation).

We have found that the practice is now meeting those requirements and we have amended the rating for the practice accordingly. The practice is now rated as good for providing well led services.

We based our judgement of the quality of care at this service on a combination of:

- What we found when we reviewed the information sent to us by the provider
- Information from our ongoing monitoring of data about services and
- Information from the provider.

We have rated the practice as Good for providing well-led services because:

- The practice had improved their systems to monitor risks relating to Legionella.
- Improvements had been made to the monitoring of non-medical prescribers.

The practice had also made developments in areas where we previously identified they should make improvements:

- The practice had introduced systems to improve the recording of actions taken in response to risk assessments.
- Assurance processes had been introduced to monitor how consent was recorded.
- Additional measures had been introduced to try and improve cervical screening uptake.
- The practice had improved processes to review children not brought to secondary care appointments

While there are no breaches in regulation, we did identify areas where the provider **should** make improvements;

- Improve uptake for patients diagnosed with COPD who receive an annual assessment.
- Continue to improve uptake of cervical screening.
- Continue to review exception codes on patient records to ensure accuracy.

Our inspection team

This inspection was carried out by a CQC lead inspector.

Background to Dr S Nelson & Partners

Dr S Nelson & Partners is located at Overton Park Road, Cheltenham, Gloucestershire, GL50 3BP. They have one location where services are provided from:

Overton Park Road

Cheltenham

Gloucestershire

GL50 3BP

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.

Dr S Nelson and Partners is situated within the NHS Gloucestershire Clinical Commissioning Group (CCG) and

provides services to approximately 12,131 patients under the terms of a general medical services (GMS) contract. This is a contract between general practices and NHS England for delivering services to the local community.

The provider's clinical team consisted of 10 GPs, three nurse prescribers, one practice nurse, three health care assistants and one community nurse. The administration team consisted of a practice manager, office manager, deputy office manager, data manager, and reception and administration teams.

The provider had formed a primary care network with six other local practices, and which covered a combined patient list size of approximately 52,000 patients.

Out of hours services was provided by GDOC and was accessed via the NHS 111 service.