

Botley Medical Centre

Inspection report

Elms Road
Botley
Oxford
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www.botleymedicalcentre.co.uk

Date of inspection visit: 13 August 2021
Date of publication: 14/09/2021

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	Inspected but not rated	●
Are services safe?	Inspected but not rated	●
Are services effective?	Inspected but not rated	●

Overall summary

We carried out an announced focused follow up inspection at Botley Medical Centre on 13 August 2021 to identify if improvements had been made following our previous inspection in April 2021 which led to urgent enforcement action. This inspection was to determine whether the highest risk concerns identified in April 2021 had been acted on and mitigated. We did not provide a rating as a result of this inspection.

We previously inspected Botley Medical Centre in April 2021 and rated them Inadequate. We issued urgent conditions on the practice's registration, requiring them to make urgent improvements.

The full reports for previous inspections can be found by selecting the 'all reports' link for Botley Medical Centre on our website at www.cqc.org.uk

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 virtually including remote clinical searches on the clinical record system. This was with consent from the provider and in line with all data protection and information governance requirements.

The inspection 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

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 found that:

- Improvements had been made to the monitoring of patients on high risk medications.
- The management of correspondence and clinical tasks was appropriate from the evidence we gathered.
- The monitoring of staff training had improved.
- There was a process for staff to receive role specific inductions.

This inspection focused on the key areas of service provision listed above. We will undertake a comprehensive inspection to determine whether the location can be removed from special measures and consider a new rating within six months of the publication of the last inspection report.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Overall summary

Chief Inspector of Primary Medical Services and Integrated Care

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist advisor.

Background to Botley Medical Centre

Botley Medical Centre is located in Oxford:

Elms Road

Botley

Oxford

OX2 9JS

The practice has a branch surgery at:

Kennington Surgery

200 Kennington Rd

Kennington,

Oxford

OX1 5PY

The provider is registered with CQC to deliver the following Regulated Activities:

- Diagnostic and Screening Procedures
- Maternity and Midwifery Services
- Treatment of Disease, Disorder or Injury
- Surgical Procedures
- Family Planning Services

These are delivered from both sites.

The practice is situated within the Oxfordshire Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 16,000 patients. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called a primary care network (PCN).

The practice provides medical services to the local community including some students at Harcourt Hill campus of Oxford Brookes University. The area has lower deprivation among its population, and a lower ethnic diversity compared to other parts of Oxford City.

There are four GP partners, two salaried GPs and locum GPs working at the practice. The clinical team includes an advanced nurse practitioner, one practice nurse, a clinical pharmacist and two health care assistants. The clinical team are supported by a practice manager and a team of administration and reception staff.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments can be booked on the day only and a duty doctor system is used to assess the urgency of patients' needs.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face, then the patient is offered a choice of either the main GP location or the branch surgery.

The practice has opted out of providing out of hours services to their patients. There are arrangements in place for services to be provided when the practice is closed and these are displayed at the practice, in the practice information leaflet and on the patient website. Occasionally, out of hours services are provided during protected learning time by another provider who also provide out of hours service after 6.30pm, weekends and bank holidays. This service is accessed by calling NHS 111.