

Aspen Medical Practice

Inspection report

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Gloucester
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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Requires improvement



Are services well-led?

Good



Overall summary

We carried out an announced comprehensive inspection at Aspen Medical Practice on 13 March 2019 as part of our inspection programme.

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.

Overall the practice is rated as **requires improvement**.

We rated the practice as **requires improvement** for providing safe services because:

- There was not a written protocol for reception staff to advise them on what to do should a patient become acutely unwell and they had not been given guidance on identifying those patients or those who may deteriorate.
- Patient Specific Directions to authorise health care assistants to administer medicines such as vaccines were not issued in line with national guidance.

We rated the practice as **requires improvement** for providing responsive services including all population groups because:

- Sufficient actions had not been implemented to improve telephone access to the practice.

We rated the practice as **good** for providing effective, caring and well-led services because:

- 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 way the practice was led and managed promoted the delivery of high-quality, person-centre care.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way.

The areas where the provider **should** make improvements are:

- Review systems in place, so that the monitoring of prescription forms is accurate, and management oversight of the processing of safety alerts is easier.
- Implement systems so that staff in advance roles receive regular reviews of their prescribing and appropriate clinical supervision.
- Continue to monitor and implement actions to improve performance in relation to the Quality Outcomes Framework indicators.

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

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Requires improvement 
People with long-term conditions	Requires improvement 
Families, children and young people	Requires improvement 
Working age people (including those recently retired and students)	Requires improvement 
People whose circumstances may make them vulnerable	Requires improvement 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser, a practice manager specialist adviser, a practice nurse specialist adviser and the CQC Chief Inspector of Primary Medical Services and Integrated Care as an observer.

Background to Aspen Medical Practice

Aspen Medical Practice previously known as Heathville Road Surgery merged with three local practices, London Road Medical Practice, Saintbridge Surgery and Barnwood Medical Practice in April 2018. Heathville Road Surgery became the host practice to the other practices, therefore retained their Organisation Data Service (ODS) code with NHS England. (ODS code is the unique identifying code used by the NHS for various purposes).

Aspen Medical Practice is located in the city of Gloucester and has approximately 29,700 patients. The practice has 14 partners and 11 salaried GP equating to approximately 16 whole time equivalent GPs. They also employ 13 practice nurses, an advanced nurse practitioner and a community matron. The nursing team are supported by a team of seven health care assistants. The practice management team include a chief operating officer and seven departmental managers supported by a team of six secretaries and 48 administration and reception staff.

The practice premises are purpose built, fitted with automatic doors and a lift. The reception desk is located on the ground floor. The waiting areas, consulting and treatment rooms are located on the second floor.

The general Index of Multiple Deprivation (IMD) population profile for the geographic area of the practice

shows the practice is in the fifth least deprivation decile on a scale of one to 10 with 10 being the least deprived. (An area itself is not deprived: it is the circumstances and lifestyles of the people living there that affect its deprivation score. Not everyone living in a deprived area is deprived and that not all deprived people live in deprived areas). The practice has a higher than average prevalence of patient with chronic disease.

The practice is registered to provide the following Regulated Activities:

- Diagnostic and screening procedures.
- Treatment of disease, disorder or injury.
- Maternity and midwifery services.
- Surgical Procedures.
- Family Planning.

The practice has two branch surgeries which were not visited as part of this inspection. The practice delivers its services at the following address:

(Main Site)

Aspen Medical Practice,

Aspen Centre,
Horton Road,
Gloucester,
Gloucestershire,
GL1 3PX.
(Branch Surgery)
38 Warwick Avenue
Tuffley,
Gloucestershire,
GL4 0SL

(Branch Surgery)
Saintbridge Surgery
Askwith Road,
Gloucester,
Gloucestershire,
GL4 4SH.

Patients can request appointments at any of the sites mentioned above.

When the practice is closed and at weekends the out of hours GP cover is provided by CareUK which patients can access via NHS 111.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• There was not a written protocol for reception staff to advise them on what to do should a patient become acutely unwell and they had not been given guidance on identifying those patients or those who may deteriorate.• Patient Specific Directions to authorise health care assistants to administer medicines such as vaccines were not issued in line with national guidance.• Sufficient actions had not been implemented to improve telephone access to the practice.