

Richmond Medical

Inspection report

Acorn Primary Care Centre
421 Blackburn Road
Accrington
BB5 1RT
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www.richmondmedical.gpsurgery.net

Date of inspection visit: 11 August 2022
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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 

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 comprehensive inspection at Richmond Medical on 10 and 11 August 2022. Overall, the practice is rated as good.

The ratings for each key question are as follows:

Safe - Good

Effective - Good

Caring - Good

Responsive – Requires Improvement

Well-led - Good

Following our previous inspection on 11 November 2022 the practice was rated requires improvement overall and for all key questions except for the key question responsive which was rated good. We issued the practice with requirement notices for breaches of regulation 12(1) Safe care and treatment and regulation 17(1) Good governance.

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

Why we carried out this inspection:

This inspection was a comprehensive follow-up inspection to assess improvement in areas of concern identified at our last inspection which included two breaches of regulations, and to update the practice’s rating accordingly.

We found that the issues identified at inspection in November 2021 had been addressed. These included:

- Records of staff training were now available and these provided evidence that staff were trained in safeguarding to the appropriate level.
- An up to date infection and prevention control audit was in place.
- Systems to monitor clinical decision making for those working in advanced clinical roles were in place and this complemented the informal systems in place.
- Emergency medicines were available and a risk assessment was in place for those medicines on order from the pharmacist.
- A quality improvement strategy was established.
- Action was being implemented to improve patient access and the patient experience. A Patient Participation Group (PPG) had been re-established and patients’ views were being actively canvassed.

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.

Overall summary

This inspection was carried out in a way which enabled us to spend a less 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 and face to face.
- 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 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:

- The practice recognised patient dissatisfaction with telephone access and a new telecommunication system to improve access for patients had been commissioned.
- The practice was part of the NHS England Time to Care initiative. The focus of this was the implementation of a strategy to improve patient access and patient satisfaction with the service.
- The practice team were working hard to improve performance data such as cervical screening and childhood immunisations.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice team were positive and enthusiastic. They told us they were all working together to provide a quality service with patients.
- The practice had implemented systems to ensure they provided care in a way that kept patients safe and protected them from avoidable harm. This included implementing and following national and local guidelines to keep people safe throughout the COVID-19 pandemic.

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

- Continue to seek ways to improve patient satisfaction with the service and continue to build the patient participation programme.
- Continue implementing strategies to improve patient uptake in areas of cervical screening and child immunisations.
- Explore best practice guidance and review patients prescribed more than two courses of steroids to treat asthma with a view to issuing a steroid card.
- Include the contact details of the Parliamentary and Health Service Ombudsman (PHSO) at the end of final written complaint responses.

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

Overall summary

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 Richmond Medical

Background to Richmond Medical

Richmond Medical is located in Accrington which is a town in the Hyndburn borough of Lancashire, England. The GP practice is located within a health centre building where other NHS services are also available. The practice address is:

Acorn Primary Health Care Centre

421 Blackburn Road

Accrington

Lancashire

BB5 1RT

The provider is a registered partnership of one female GP and one non clinical female.

The provider 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 part of the Integrated Care System (ICS) for Lancashire and South Cumbria and services are delivered under Primary Medical Services (PMS) contract to a patient population of 6387. The practice is part of a wider network of GP practices known as Hyndburn Central Primary Care Network (PCN). The PCN provides services to approximately 41,000 patients from across five GP practices.

Information published by Public Health England shows that deprivation within the practice population group is in the lowest decile (one of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest published data from 2015, the ethnic make-up of the practice area is 62% White, 36% Asian and 1% Other. However data supplied by the practice indicates that the Asian patient population is 46%.

The practice has a bigger patient population of young people aged 18 years and under (30.4%) and a much smaller population of patients aged 65 and above (10.1%) when compared with local (22.1% and 18.1%) and national averages (20.2% and 17.4%). Life expectancy within the local area is lower than national averages for both male (74.4) and female (78) when compared with data from 2020, that showed males average life expectancy was 78.7 years and females was 82.7 years.

There is one female GP partner and one female salaried GP and two male and one female locum GPs working at the practice. They are supported by a nursing and clinical team that includes one advanced nurse practitioner three practice nurses, a nurse associate and two clinical pharmacists. The clinical team are supported by a practice manager, an office manager and a team of administrative and reception staff.

Extended access is provided locally by East Lancashire Alliance CIC , where late evening and weekend appointments are available from four hub suites. Access to Out of hours services are accessed by contacting NHS 111.