

# RHR Medical Centre

## Inspection report

Calverton Drive  
Strelley  
Nottingham  
Nottinghamshire  
NG8 6QN  
Tel: 01159797910  
[www.beechdalesurgery.co.uk](http://www.beechdalesurgery.co.uk)

Date of inspection visit: 29 Oct 2019  
Date of publication: 29/11/2019

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.

# Overall summary

We carried out an announced focussed inspection of RHR Medical Centre on the 29th October 2019. This inspection was undertaken to follow up on breaches of regulations which had been identified at our previous inspection in June 2019 in relation to safe care and treatment.

This practice is currently rated as **Requires Improvement**.

We issued the practice with a warning notice requiring them to achieve compliance with the regulations by the 29th September 2019.

At this inspection we did not find that all of the requirements of the warning notice had been fully met.

Our key findings across the areas that we inspected for this focused inspection were as follows:

- We saw evidence that patients were being seen by the appropriate clinician for their health concern however this was not always being done in a timely manner to ensure that urgent presentations were seen in line with the practice policy.
- There were not always adequate systems to ensure patients' health concerns were followed up when expected.

- There was not always comprehensive detail recorded in patient records of discussions, examinations and safety netting advice given to patients.
- We did not always see that patients were being prescribed medicines appropriately and appropriate rationale was not always documented. There was also evidence of patients being prescribed inappropriate amounts of medicines such as courses of antibiotics or being issued four months supply of repeat medicines on one prescription.

Due to the practice not meeting the requirements of the warning notice, the practice have been issued a further warning notice in relation to Regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in relation to governance at the practice.

**Details of our findings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Our inspection team

Our inspection team consisted of a lead CQC inspector and GP Specialist Advisor.

## Background to RHR Medical Centre

RHR Medical Centre provides primary medical services to approximately 3,600 patients in the Strelley area of Nottingham. The practice is located at Calverton Drive, Strelley, Nottinghamshire, NG8 6QN.

The provider is registered for the provision of the following regulated activities from RHR Medical Centre:

Diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures, treatment of disease, disorder or injury.

RHR Medical Centre is part of JRB Healthcare which includes other one other GP practice located within a close radius. Both practices hold a Primary Medical Services (PMS) contract with Nottingham City Clinical Commissioning Group (CCG) and each has a separate patient list. JRB Healthcare is registered with the Care Quality Commission (CQC) as a partnership between a GP and an advanced nurse practitioner.

RHR Medical Centre is situated in an area of high deprivation falling into the most deprived decile,

meaning that there is a greater demand for health services. Income deprivation affecting children and older people is above the local clinical commissioning group (CCG) and national averages.

The clinical team working at RHR Medical Centre comprises of regular GP locums, and a healthcare assistant. A full-time practice manager and a team of reception and administrative staff support the clinical team.

The practice is open between 8am to 6.30pm Monday to Friday. Patients could access extended access appointments at the other practice within JRB Healthcare or at GP+ based in Nottingham City Centre which is a local federation who offer extended access.

When the practice is closed out-of-hours GP services are provided by Nottinghamshire Emergency Medical Services (NEMS) which is accessed by telephoning the NHS 111 service.

This section is primarily information for the provider

## Enforcement actions

### 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. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>The practice did not have effective governance systems:</b></p> <ul style="list-style-type: none"><li>• There was a lack of accurate, complete and comprehensive records on patients' clinical records.</li><li>• The systems and policies in place at the practice relating to patients presenting with urgent medical symptoms were not being followed by staff.</li><li>• There was a lack of follow up appointments arranged for patients when there was a clinical indication to do so.</li><li>• The systems for the oversight of prescribing and consultations was not always effective, and therefore did not provide assurance that this was being done safely.</li></ul>