

# Hama Medical Centre

## Inspection report

11a  
Nottingham Road, Kimberley  
Nottingham  
NG16 2NB  
Tel: 01159382101

Date of inspection visit: 28 July 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?		Good	
Are services well-led?		Good	

# Overall summary

We carried out an announced inspection at Hama Medical Centre on Thursday 28 July. Overall, the practice is rated as Good.

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

## Why we carried out this inspection

This inspection was a comprehensive inspection as part of our inspection programme. The service formally registered as a new provider with the CQC on 12 August 2020.

## 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.

This inspection was carried out in a way which enabled us to spend a minimum 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
- 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 short 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 provided care in a way that kept patients safe and protected them from avoidable harm.

# Overall summary

- 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 practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care. We found that the service had strong leadership from experienced, committed and patient-centred clinical and operational managers.
- Patients taking regular medicines and those with long term conditions were monitored in line with national guidance.
- Staff had the skills, knowledge and experience to carry out their roles.

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

- Ensure all significant events are recorded and investigated thoroughly.
- Ensure the practice policies accurately reflects the process of medication reviews.

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

**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 Hama Medical Centre

Hama Medical Centre is located in Nottingham at:

11a Nottingham Road

Kimberley

Nottingham

NG16 2NB

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 situated within the Nottinghamshire Integrated Care Board and delivers General Medical Services (**GMS**) to a patient population of about 5288. This is part of a contract held with NHS England.

The practice is part of a wider primary care network of GP practices called Nottingham West with 11 other practices.

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

According to the latest available data, the ethnic make-up of the practice area is 95.5% White, 2.1% Asian, 1.6% Mixed, 0.6% Black, and 0.1% Other.

The provider is the Primary Integrated Community Serviced Limited which cover numerous services in the community and out of hospital support including three other local GP practices.

There is a team of three GPs. The practice has a team of nurses who provide nurse led clinics for long-term condition of use of both the main and the branch locations. The GPs are supported at the practice by a team of reception and administration staff. The practice manager is based at the location to provide managerial oversight.

The practice is supported by the providers management team which include a medical director, managing director, lead primary care nurse, lead clinical pharmacist, estates lead and primary care support.

The practice is open between 7:30 am to 6:30 pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided by the practice where early morning, evening and weekend appointments are available. Out of hours services are provided by Nottingham East Midlands Community Benefit Services Ltd out of hours service.