

# The Moir Medical Centre

## Quality Report

Regent Street, Long Eaton Nottingham NG10 1QQ

Tel: 0844 477 1759

Website: [www.moirmedicalcentre.com](http://www.moirmedicalcentre.com)

Date of inspection visit: 15 July 2016

Date of publication: 03/08/2016

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 service

Good



Are services safe?

Good



# Summary of findings

## Contents

### Summary of this inspection

|   | Page |
|---|------|
| Overall summary                             | 2    |
| The five questions we ask and what we found | 3    |

### Detailed findings from this inspection

|                                       |   |
|---------------------------------------|---|
| Our inspection team                   | 4 |
| Background to The Moir Medical Centre | 4 |
| Why we carried out this inspection    | 4 |
| How we carried out this inspection    | 4 |
| Detailed findings                     | 5 |

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of The Moir Medical Practice on 27 August 2015. A breach of legal requirements was found in that formal systems were not in place, to assess and control all risks associated with the premises. Overall the practice was rated as good with requires improvement for the safe domain.

After the comprehensive inspection, the practice wrote to us to say what action they had, and were taking to meet the legal requirement in relation to the breach.

We undertook this desk based review on 15 July 2016 to check that the provider had completed the required actions, and now met the legal requirements. We did not visit the practice as part of this inspection. This report only covers our findings in relation to those requirements.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Moir Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

Our finding across the area we inspected was as follows:

The practice had taken appropriate action to meet the legal requirement.

Overall the practice is rated good including the safe domain.

Formal systems were in place to assess, monitor and minimise all risks associated with the premises, to ensure the services were safe.

**Professor Steve Field (CBE FRCP FFPH FRCGP)**  
Chief Inspector of General Practice

# Summary of findings

## The five questions we ask and what we found

We always ask the following five questions of services.

### **Are services safe?**

The practice is rated as good for providing safe services.

- Formal systems were in place to assess, monitor and manage all risks associated with the premises to ensure the services were safe.
- A legionella risk assessment of Moir Medical Centre and the Toton branch surgery was completed in January 2016. An action plan and control measures were in place to eliminate and manage the risks identified in the assessment.
- The branch surgery at Sawley was newly built in 2014. To comply with health and safety regulations a risk assessment was completed, and control measures were put in place to minimise the risk of exposure to legionella.
- The health and safety policy had been updated to assess further risks associated with the premises, including manual handling and slips and trips. Appropriate measures had been taken to control and eliminate the risks identified in the assessment at all three surgeries.

Good



# The Moir Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC inspector undertook the inspection.

## Background to The Moir Medical Centre

The Moir Medical Centre is run by a partnership of three GPs, and provides primary medical services to approximately 13,500 patients. The practice population live in an area which is less deprived than the national average.

The practice holds the Personal Medical Services (PMS) contract to deliver primary medical services.

The practice operates from a main surgery at Long Eaton, a newly built branch surgery at Sawley and a smaller branch surgery at Toton. Patients can attend the services at all three sites.

The clinical team includes three GP partners, two salaried GPs and one long term locum GP. Patients can access male or female GPs. The practice employs two advanced nurse practitioners in addition to a nurse practitioner and six practice nurses. The nursing team are supported by three health care assistants.

The management team includes a practice manager and a deputy practice manager. The team are supported by reception, administrative and secretarial staff.

The practice is an accredited training practice for GP registrars in training and medical students.

The main practice site opens from 8.00am to 6.30pm Monday to Friday. Appointments are available daily from 8.40am to 6.00pm. Extended surgery appointments are available on Tuesday evenings between 6.30pm and 9.00pm.

The practice has opted out of providing out-of-hours services to its own patients. This service is provided by Derbyshire Health United (DHU).

## Why we carried out this inspection

We undertook a desk based review of The Moir Medical Centre on 15 July 2016. This was carried out to check that improvements had been made to meet a legal requirement following our comprehensive inspection on 27 August 2015. We reviewed the practice against one of the five questions we ask about services: is the service safe. This is because the service was not meeting certain legal requirements.

## How we carried out this inspection

We did not visit the practice as part of this review. We reviewed the information the practice sent us, which detailed the actions they had taken to meet the legal requirements in relation to Regulation 17: Good Governance. We also spoke with the practice manager.

# Are services safe?

## Our findings

### Overview of safety systems and processes

A comprehensive inspection on 27 August 2015, found that a risk assessment of Moir Medical Centre and the Toton branch surgery had not been completed to identify the risk of exposure to legionella. (Legionella is a term for a particular bacterium which can contaminate water systems in buildings). In addition to this, formal systems were not in place to address all potential risks relating to the premises such as manual handling and slips and trips.

Following the inspection, the practice wrote to us to say what action they had, and were taking to ensure formal systems were in place in regards to the above issues. The changes would be completed by 15 July 2016.

This review found that formal systems were in place to assess, monitor and manage risks associated with the premises, to ensure the services were safe:

- A legionella risk assessment of Moir Medical Centre and the Toton branch surgery was completed in January 2016. Records showed that an action plan and control measures were in place to eliminate and manage the risks identified in the assessment.
- The practice manager confirmed that all work outlined in the above action plan had been completed, except for the need to remove and replace certain water tanks. Derbyshire County Community Health Services NHS estates team were due to undertake this work, with a view to completing this by the end of September 2016.
- The branch surgery at Sawley was newly built in 2014. To comply with health and safety regulations a risk assessment was completed, and control measures were put in place to minimise the risk of exposure to legionella.
- The health and safety policy had been updated to assess further risks associated with the premises, including manual handling and slips and trips. Appropriate measures had been taken to eliminate and control the risks identified in the assessment at all three surgeries.