

The Medici Medical Practice

Inspection report

3 Windsor Street
Luton
Bedfordshire
LU1 3UA
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Date of inspection visit: 7 August 2020
Date of publication: 27/08/2020

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 

Overall summary

We carried out an announced focused inspection at The Medici Medical Practice on 30 October 2019, as part of our inspection programme, following our annual review of the information available to us.

The practice was rated as good overall; however, we found a breach of regulations which meant the practice was rated requires improvement for providing safe services.

The report for the October 2019 inspection can be found by selecting the 'all reports' link for The Medici Medical Practice on our website at

This inspection carried out on 07 August was a desk-based review to confirm that the practice had carried out its plan to meet the legal requirements in relation to the breach of regulations that we identified at our previous inspection in October 2019.

We based our judgement of the quality of care at this service on a combination of:

- information sent to us from the provider.
- information from our ongoing monitoring of data about services

We rated the practice as good for providing safe services because:

- An action plan had been put in place to make improvements to the practice.
- The practice had systems in place for the appropriate and safe use of medicines. For example,
 - A log was in place to track the use of blank prescriptions.

- Patient group directions (PGDs) had been authorised. A PGD was available for the administration of the human papilloma virus (HPV) vaccination.
- Appropriate monitoring was in place for patients' health in relation to the use of medicines.
- A risk assessment had been completed to determine which emergency medicines were held in the practice.

Additionally, where we previously told the practice they should make improvements our key findings were as follows:

- The practice had a copy of the legionella risk assessment completed by the landlord of the building and had assured themselves that mitigating actions had been completed.
- A needlestick protocol was readily available in each clinical room to direct staff on immediate actions to take in the event of a needlestick injury.
- An exception reporting protocol had been implemented for the Quality and Outcomes Framework. One of the GP partners monitored the exception reporting. We were informed that patients were contacted three times by letter, telephone or text message prior to exception.

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

Our inspection team

The inspection was carried out by a CQC lead inspector.

Background to The Medici Medical Practice

The Medici Medical Practice provides a range of primary medical services to the residents of Luton from its location of 3 Windsor Street, Luton, Bedfordshire, LU1 3UA.

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, surgical procedures and treatment of disease, disorder or injury.

The Medici Medical Practice is situated within the Luton Clinical Commissioning Group (CCG) and provides services to approximately 15,000 patients under the terms of a general medical services (GMS) contract. A GMS contract is a nationally agreed contract between general practices and NHS England for delivering general medical services to local communities.

The practice has two female GP partners and a female salaried GP. The clinical team also consists of five nurses,

two physicians' associates, a paramedic, a clinical pharmacist and two health care assistants. There is a team of reception and administrative staff all led by a practice manager.

The Medici Medical Practice is a training practice which provides support and mentorship to doctors training to be GPs. They currently have four GP registrars.

The practice population is of mixed ethnic origin with an average age range. Information published by Public Health England, rates the level of deprivation within the practice population group as three, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice is open from 8am to 6.30pm Monday to Friday.

When the practice is closed out of hours services are provided by Herts Urgent Care and can be accessed via the NHS 111 service.