

College Street Medical Practice

Inspection report

College St Medical Practice
86 College St, Long Eaton
Nottingham
Nottinghamshire
NG10 4NP
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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 caring?

Good 

Overall summary

We carried out an announced comprehensive inspection at College Street Medical Practice on 13 August 2015. The overall rating for the practice was requires improvement and the practice was asked to provide us with an action plan to address the areas of concern that were identified during our inspection.

We carried out a second announced comprehensive inspection at College Street Medical Practice on 15 November 2016 in order to assess improvements and the outcomes from their action plan. The overall rating for this practice following the second inspection was good.

However the practice was rated requires improvement for providing caring services.

The full comprehensive reports can be found by selecting the 'all reports' link for College Street Medical Practice on our website at www.cqc.org.uk.

We carried out an announced focused inspection on 9 August 2017 to assess improvements made in the area of 'Caring'. The practice remained rated as requires improvement for providing caring services.

This inspection was an announced focused inspection carried out on 17 September 2018 to review actions taken by the practice since our previous inspection in August 2017. This report covers our findings in relation to actions taken by the practice since our last inspection in the area of 'Caring'.

Overall the practice remains rated as 'Good'. The practice is now also rated 'Good' for providing caring services.

Our key findings were as follows:

- The latest results published from the GP patient survey conducted in 2018 showed the results in the indicators related to caring were in line with local and national averages.
- We received positive comment cards from patients who had attended the practice in the two weeks prior to this inspection.
- We witnessed staff being friendly and approachable to patients during the inspection.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Population group ratings

Our inspection team

Our inspection team was two CQC inspectors.

Background to College Street Medical Practice

College Street Medical Practice is located at 86 College Street, Long Eaton, Nottingham, NG10 4NP. The practice provides services for approximately 6472 patients from one site. The practice holds a Primary Medical Services contract and provides GP services commissioned by NHS Erewash Clinical Commissioning Group (CCG).

The practice is open between 8am and 6.30pm Monday to Friday. Appointment times start at 8am and the latest appointment offered at 6pm daily.

The practice is part of a 'Hub' in Long Eaton which has enabled GP surgeries to offer additional appointments when busy or closed, seven days a week. The hubs provide 15-minute appointments with an advanced nurse practitioner.

The practice has opted out of providing GP services to patients out of hours. During the evenings and at weekends an out-of-hours service is provided by Derbyshire Health United. Contact is via the NHS 111 telephone number.

Are services caring?

At a previous inspection on 15 November 2016, we rated the practice as requires improvement for providing caring services. At that time the national patient survey results published in July 2016 showed the practice was below average for indicators related to caring.

When we undertook a further inspection on 9 August 2017 there had been a new survey undertaken in January 2017 which showed some improvement in certain areas. However, some results were lower than local and national averages. The practice continued to be rated as requires improvement for providing caring services.

At this inspection on 17 September 2018 there had been a new survey undertaken in January 2018. This survey did not look at exactly the same areas as previous surveys so its results cannot be compared. However, the results in the indicators related to caring were in line with local and national averages. We rated the practice as good for caring.

Kindness, respect and compassion

Staff treated patients with kindness, respect and compassion.

- Feedback from patients was positive about the way all staff treated people.
- Staff understood patients' personal, cultural, social and religious needs.
- The practice gave patients timely support and information.
- The practice's GP patient survey results were in line with local and national averages for questions relating to kindness, respect and compassion.

Involvement in decisions about care and treatment

Staff helped patients to be involved in decisions about care and treatment. They were aware of the Accessible Information Standard (a requirement to make sure that patients and their carers can access and understand the information that they are given.)

- Staff communicated with people in a way that they could understand, for example, communication aids and some easy read materials were available.
- Staff helped patients and their carers find further information and access community and advocacy services. They helped them ask questions about their care and treatment.
- The practice proactively identified carers and supported them.
- The practice's GP patient survey results were in line with local and national averages for questions relating to involvement in decisions about care and treatment.

Privacy and dignity

The practice respected patients' privacy and dignity.

- When patients wanted to discuss sensitive issues or appeared distressed reception staff offered them a private room to discuss their needs.
- Staff recognised the importance of people's dignity and respect. They challenged behaviour that fell short of this.

Please refer to the evidence tables for further information.