

# A J Cole and Partners

## Inspection report

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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



# Overall summary

We carried out an announced focused inspection at A J Cole and partners on 12 December 2018.

At this inspection we followed up on breaches of regulations identified at a previous inspection on 20 March 2018.

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

- The practice had taken account of our findings at the last inspection and made improvements to systems and processes to keep patients safe.

- Staff training had been improved and staff had received up-to-date safety training appropriate to their role.
- Systems to ensure the safe storage of medicines requiring refrigeration had been reviewed and improved.
- The practice was clean and tidy and systems to prevent, and control the spread of infections had been reviewed and improved.

Additionally, we found:

- The practice had considered recently published data and had reviewed the effectiveness and appropriateness of care for diabetes patients.
- They had developed a duty of candour policy and procedure as recommended at the last inspection.

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

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

## Population group ratings

## Our inspection team

The inspection team consisted of a CQC lead inspector.

## Background to A J Cole and Partners

A J Cole and Partners are located at Woodstock Bower Surgery in a purpose-built building. It is situated near to Rotherham town centre and is part of Rotherham Clinical Commissioning Group (CCG).

They have a Primary Medical Services (PMS) contract with Rotherham CCG for delivering services to a practice population of 11,400 patients. The practice has a higher than average ethnically mixed population and is situated in one of the most deprived areas nationally.

There are two male GP partners and the lead nurse and business manager are also partners at the practice. They are supported by two male and one female salaried GPs and locum GPs as required. There is a large nursing team

consisting of four advanced nurse practitioners (ANPs), five practice nurses (PNs) and two health care assistants (HCAs) and a HCA apprentice. There is an experienced team of administration and reception staff, including a business manager and a practice manager.

The practice opening times are Monday to Friday 8am to 6.30pm. They are closed one Thursday afternoon a month for staff training purposes. Out of hours provision is provided by contacting NHS 111. Additionally, access to weekend GP and evening appointments on weekdays from 6.30pm to 8pm are available at hub sites within Rotherham and can be booked via the practice.