

Whyburn Medical Practice

Quality 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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection of Whyburn Medical Practice on 26 May 2016. During that inspection we found that effective recruitment procedures were not followed as not all required information was available on three staff files we checked.

Overall the practice was rated as good with are services safe requiring improvement in view of the above.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Whyburn Medical Practice on our website at www.cqc.org.uk.

After the comprehensive inspection, the practice told us what action they had taken to meet the legal requirement in relation to the breach of Regulation 19-Fit and proper persons employed.

We undertook a desk based review on 25 November 2016 to check that the provider had completed the required action, and now met the legal requirement. We did not visit the practice as part of this inspection. This report covers our findings in relation to the requirement.

This inspection found that the provider had taken appropriate action to meet the legal requirement.

- Effective recruitment procedures were followed to ensure the required information was obtained prior to new staff working at the practice, to provide assurances that suitable staff are employed.
- Personal files had been reviewed to ensure the required information was available in respect of staff employed.

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.

- Effective recruitment procedures were followed to ensure the required information and checks were obtained prior to new staff working at the practice, to provide assurances that suitable staff are employed.
- Personal files had been reviewed to ensure the required information was available in respect of staff employed.

Good



Whyburn Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector undertook the desk based review of Whyburn Medical Practice.

Background to Whyburn Medical Practice

Whyburn Medical Practice is in Hucknall, which is seven miles north-west of Nottingham. The practice is located in a purpose built health centre.

The practice provides primary medical services to 11,810 patients via a Personal Medical Services (PMS) contract commissioned by NHS England and Nottingham North and East Clinical Commissioning Group (CCG). Data shows the practice has a higher than national average elderly population.

Whyburn Medical Practice is managed by a partnership of seven GPs (4 male, 3 female). Two of the partners work on a full time basis and the other partners work part time. The GPs are supported by three part time practice nurses and a part time healthcare assistant. The practice also employs a business manager, reception manager, data quality manager and a team of reception and administrative staff.

The practice is a training practice for medical students and GP registrars (a qualified doctor who is completing training to become a GP).

The practice is open Monday to Friday from 8am to 6.30pm. Appointments are available Mondays to Fridays from 8.30am to 6pm. The practice does not provide extended opening hours.

The practice has opted out of providing out-of-hours services to its patients. This service is provided by Nottingham Emergency Medical Services (NEMS) and is accessed via the NHS 111 telephone number.

Why we carried out this inspection

We undertook a desk based review of Whyburn Medical Practice on 25 November 2016. This was carried out to check that improvements had been made to meet the legal requirement, following our comprehensive inspection on 26 May 2016. We reviewed the practice against one of the five questions we ask about services: are services safe.

How we carried out this inspection

We reviewed the information the practice sent us, in regards to the action they had taken to meet the legal requirement in relation to Regulation 19: Fit and proper persons employed. We did not visit the practice as part of this review, although we spoke with the practice manager.

Are services safe?

Our findings

A comprehensive inspection on 18 April 2016 found that:

- Not all required recruitment checks and information was available on three staff files we checked, including proof of identity and employment history. The practice assured us that the documents had been seen but copies were not held on file.

Following the inspection, the practice wrote to us to confirm what action they had taken to address the above issues.

This review found that the provider had taken appropriate action to meet the legal requirement and ensure the services are safe.

- The recruitment procedures had been strengthened to show that robust systems were followed to ensure that suitable staff are employed. The policy had been reviewed to ensure it included reference to all the required employment checks when recruiting new staff.

- A check list had been put in place to provide assurances that all the required information and checks had been requested and obtained, prior to new staff working at the practice.
- Personal files had been reviewed to ensure the required information was available in respect of staff employed.

We also received information to show that the following improvements had been made since the last inspection:

- An effective system had been put in place for sharing and managing medicine alerts within the practice, including a record of actions taken to ensure patient safety.
- A robust system was in place for following up uncollected prescriptions, where higher risk medicines had been prescribed.