

# Bridgeway Practice

## Quality Report

Meadows Health Centre, 1 Bridgeway Centre,  
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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 Bridgeway Practice on 1 June 2015. We found that effective recruitment procedures were not in place. After the comprehensive inspection, the practice wrote to us to say what they would do to meet the legal requirement to ensure effective recruitment procedures were followed in regards to all persons employed.

We undertook this focused inspection of the practice on 19 October 2015, to check that improvements had been made to meet the legal requirement following our comprehensive inspection. We looked at documents submitted to us by the practice, to demonstrate that they had taken action to address the issues we identified at the last inspection. We did not visit the practice as part of this review.

Overall the practice is rated as good. Our findings across the area we inspected were as follows:

- Effective recruitment procedures were followed to help keep patients safe, and ensure that all staff employed are suitable to carry out the duties required of them.
- Improvements had been made to ensure that the practice obtained all the information required by law, prior to new staff commencing employment, to ensure they are suitable to work with vulnerable adults and children.
- An independent company provided up-to-date advice and support on all aspects of recruitment, employment law and human resources, to ensure that the practice followed robust procedures and met the legal requirements.

**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.

Robust recruitment procedures were followed to help keep patients safe, and ensure that all staff employed were suitable to carry out the duties required of them. Effective systems were in place to ensure that the practice obtained all the information required by law, prior to new staff commencing employment, to ensure they were suitable to work with vulnerable adults and children. An independent company provided up-to-date advice and support on all aspects of recruitment and employment law, to ensure the practice followed robust procedures and met the legal requirements. The induction checklist had been updated to ensure that new staff received essential information to carry out their work.

Good



# Bridgeway Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team included a CQC inspector.

## Background to Bridgeway Practice

Bridgeway Practice is a partnership between three GPs providing primary medical services to approximately 4,900 patients. The practice is located in the Meadows health centre, south of Nottingham city centre. The Meadows is an area of high social deprivation. The practice population includes patients from various ethnic groups.

The practice merged with another GP practice in October 2014, resulting in some changes to the clinical team. The practice has three GP partners one of which is female, two practice nurses and a health care assistant. The clinical team are supported by the practice manager and an administrative team including reception staff.

The practice holds a General Medical Services (GMS) contract to deliver essential primary care services. The practice is open between 8.30am and 6.30 pm Monday, Tuesday, Wednesday and Friday, and from 8.30 am to 12.30pm on Thursday. Extended appointment hours are offered until 7.45 pm on Monday.

The practice does not provide out-of-hours services to the patients registered there. These services are provided by NEMS Community Benefit Services Limited. Contact is via the NHS 111 telephone number.

## Why we carried out this inspection

We undertook a focused inspection of Bridgeway Practice on 19 October 2015. This inspection was carried out to check that improvements had been made to meet a legal requirement following our comprehensive inspection on 1 June 2015. We inspected the practice against one of the five questions we ask about services: are services safe. This was because the practice was not meeting certain legal requirements.

# Are services safe?

## Our findings

### Overview of safety systems and processes

A comprehensive inspection of Bridgeway Practice on 1 June 2015, found that effective recruitment procedures were not in place. Following the inspection, the practice wrote to us to say what they would do to ensure effective recruitment procedures were followed in regards to all persons employed. The changes would be put in place by 29 July 2015.

This inspection found that the following procedures and checks were in place to help keep patients safe, and ensure that all staff employed are suitable to carry out the duties required of them.

- The recruitment policy had been updated to set out all the standards the practice followed when recruiting new staff. Various documents had been updated to reflect the new processes in place, to ensure that robust procedures were followed.
- The Disclosure and Barring Service (DBS) policy had also been updated to reflect the procedures followed by the practice. A DBS check helps prevent unsuitable staff from working with vulnerable people, including children. In line with the policy, a satisfactory DBS check had been obtained for all clinical staff, including those

who undertook chaperone duties. A DBS check was not routinely obtained for all non-clinical staff. However, a robust risk assessment had been completed for all non-clinical staff to help prevent unsuitable people from working at the practice.

- Staff files contained an updated checklist to show that all the required information had been obtained, prior to new staff commencing employment, to ensure they are suitable to work with vulnerable adults and children. For example, proof of identification, references, qualifications, registration with the appropriate professional body and suitable checks through the Disclosure and Barring Service.
- A formal interview process was in place to assess the suitability of staff to work at the practice. Staff files now contained a summary of their interview to show that robust and fair procedures were followed.
- The induction checklist had been updated to ensure that new staff received essential information to carry out their work.
- The practice had signed a five year agreement with an independent company to provide advice and support on all aspects of recruitment, employment law and human resources. The company provided up-to-date advice and guidance on recruitment and employment matters, to ensure the practice met the legal requirements and followed best practice.