

# Coniston Medical Practice

## Inspection report

The Parade, Coniston Road  
Patchway  
Bristol  
Avon  
BS34 5TF  
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[www.conistonmedicalpractice.nhs.uk](http://www.conistonmedicalpractice.nhs.uk)

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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

Requires improvement



Are services safe?

Requires improvement



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



# Overall summary

**This practice is rated as Requires Improvement overall.** (Previous inspection 1 March 2016 – Good)

The key questions are rated as:

Are services safe? – Requires Improvement

Are services effective? – Good

Are services caring? – Good

Are services responsive? – Good

Are services well-led? – Requires Improvement

We carried out an inspection of this service following our annual review of the information available to us including information provided by the practice. Our review indicated that there may have been a significant change to the quality of care provided since the last inspection.

This inspection focused on the following key questions:  
Safe, Effective and Well-led

Because of the assurance received from our review of information we carried forward the ratings for the following key questions: Caring and Responsive.

As part of our inspection process, we also look at the quality of care for specific population groups. The population groups are rated as:

Older People – Good

People with long-term conditions – Good

Families, children and young people – Good

Working age people (including those recently retired and students – Good

People whose circumstances may make them vulnerable – Good

People experiencing poor mental health (including people with dementia) – Good

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.

At this inspection, we found:

- There was an open and transparent approach to safety and an effective system in place for reporting and recording significant events.
- Staff assessed patients' needs and delivered care in line with current evidence-based guidance. Staff had the skills, knowledge and experience to deliver effective care and treatment.
- Risks to health and safety had not been fully assessed and actions had not been implemented to mitigate identified risks.
- Systems and processes to ensure that staff were of good character and maintained their professional registration were ineffective.

The areas where the practice must make improvements are:

- Ensure care and treatment is provided in a safe way.
- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care

The areas where the practice should make improvements are:

- Continue to improve performance for reviews of long-term conditions and for cancer screening.
- Continue to improve appointment accessibility.

**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

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

## Background to Coniston Medical Practice

Coniston Medical Practice is located in a suburban area of Bristol. They have approximately 10,100 patients registered.

The practice operates from one location:

The Parade,  
Coniston Road,  
Patchway,  
Bristol,  
BS34 5TF.

Information about the practice can be found on their website at:

The practice is sited in a purpose built two storey building. The consulting and treatment rooms for the practice are situated on the ground floor. The practice has five consulting rooms, three treatment rooms and a phlebotomy room.

The practice has three GP partners (two and three quarter whole time equivalent) and four salaried GPs (approximately two and half whole time equivalent) who are all female. They are supported by a team of four practice nurses, two health care assistants and a phlebotomist. The practice management team includes a

practice manager, a business manager and an assistant manager. The practice is supported by an administrative team made of medical secretaries, receptionists and administrators.

The practice is open from 7.30am until 6.30pm four days a week and from 8am one day a week for on-the-day urgent and pre-booked routine GP and nurse appointments. The practice is also open one Saturday a month between 8am and 11am.

The practice has a Personal Medical Services contract with NHS England (a locally agreed contract negotiated between NHS England and the practice).

The practice is a training practice for GP training as well as a teaching practice and offers placements to medical students and nurse students.

The practice does not provide out of hour's services to its patients, this is provided by BrisDoc. Contact information for this service is available in the practice and on the website.

The services are registered to provide the following regulated activities:

Maternity and midwifery services

Treatment of disease, disorder or injury

Diagnostic and screening procedures



This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment</p> <p><b>How the regulation was not being met:</b></p> <ul style="list-style-type: none"><li>• There were no clear systems and processes to ensure staff who required a DBS had this undertaken at regular intervals and that the registration of clinical staff (including nurses and pharmacists) was checked and regularly monitored.</li><li>• Health and safety processes had not been fully acted on and the practice was unable to provide evidence that actions had been taken where required.</li><li>• Patient Group Directions that had been adopted by the practice had not always been authorised before they were used.</li><li>• There was not effective oversight of safety alerts to ensure they had been acted on.</li></ul>
Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met:</b></p> <ul style="list-style-type: none"><li>• The governance arrangements had not ensured that effective systems, processes and assurances were in place and regularly reviewed so that risks were managed and mitigated adequately.</li></ul>