

Torkard Hill Medical Centre

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 Torkard Hill Medical Centre on 2 December 2015. A breach of legal requirements was found in that administrative staff who may undertake chaperone duties had not received a disclosure and barring service (DBS) check, and a risk assessment had not been completed to determine whether a DBS check was required.

Overall the practice was rated as good. In view of the above the practice was rated as requires improvement for providing safe services.

After the comprehensive inspection, the practice wrote to us to say what action they had taken to meet the legal requirement in relation to the breach.

We undertook this desk based review on 30 August 2016 to check that the provider had completed the required

actions, and now met the legal requirements. We did not visit the practice as part of this inspection. This report only covers our findings in relation to the above requirement.

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

Our finding across the area we inspected was as follows: The practice had taken appropriate action to meet the legal requirement.

- The practice is rated as good for providing safe services.
- The recruitment and chaperone policies had been reviewed to ensure the practice obtained appropriate Disclosure and Barring Service (DBS) checks for all staff.
- Records showed that a DBS check was obtained for all appropriate staff immediately after the comprehensive inspection.

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.

- The recruitment and chaperone policies had been reviewed to ensure the practice obtained appropriate Disclosure and Barring Service (DBS) checks for all staff.
- Records showed that a DBS check was immediately obtained for all appropriate staff after the comprehensive inspection. As a result, all staff who may undertake chaperone duties have a current DBS check.

Good



Torkard Hill Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector undertook the desk based review of Torkard Hill Medical Centre .

Background to Torkard Hill Medical Centre

Torkard Hill Medical Centre is located in Hucknall, a town in the north of Nottingham. The practice is run by a partnership of six GP partners, (four male, two female), and provides primary medical services to approximately 14,500 patients. This number is increasing due to local housing expansion.

The practice has a slightly higher than national average number of patients who are of working age, including those approaching retirement. It also has a slightly higher proportion of carers and nursing home patients than the national average.

The practice holds the Personal Medical Services (PMS) contract to deliver primary medical services.

The clinical team includes six GP partners, two salaried GPs, trainee GPs, five practice nurses and two healthcare assistants. The clinical team is supported by a practice manager, head of business development and a team of reception and administrative staff. The practice also employs two cleaners.

The practice is open from 8.30am to 6.30pm Monday to Friday. Patients can phone the practice from 8am to request an urgent appointment. Routine appointments can be pre-booked four weeks in advance in person, by telephone or online.

The practice has opted out of providing GP services to patients out of hours such as nights and weekends. During these times GP services are provided by NHS 111.

The practice is a training practice for GP registrars (qualified doctors who are doing extra training to become GPs) and is involved in the teaching of medical students from a local university.

Why we carried out this inspection

We undertook a desk based review of Torkard Hill Medical Centre on 30 August 2016. This was carried out to check that improvements had been made to meet a legal requirement following our comprehensive inspection on 2 December 2015. We reviewed the practice against one of the five questions we ask about services: is the service safe. This is because the service was not meeting certain legal requirements.

How we carried out this inspection

We did not visit the practice as part of this review. We reviewed the information the practice sent us, which detailed the actions they had taken to meet the legal requirements in relation to Regulation 17: Good Governance. We also spoke with the practice manager.

Are services safe?

Our findings

A comprehensive inspection on 2 December 2015 found that all staff who act as chaperones were trained for the role. However, administrative staff who may undertake chaperone duties had not received a disclosure and barring service (DBS) check, and a risk assessment had not been completed to determine whether a DBS check was required. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles, where they may have contact with vulnerable children or adults).

Following the inspection, the practice wrote to us to confirm that they had taken immediate action to address the above issue.

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

- The practice is rated as good for providing safe services.

- The recruitment and chaperone policies had been reviewed to ensure the practice obtained appropriate Disclosure and Barring Service (DBS) checks for all relevant staff.
- The DBS policy required that an appropriate DBS check is obtained for all current and new practice staff.
- Clinical and administrative staff who act as chaperones were trained for the role. Records showed that a DBS check was immediately obtained for all appropriate staff after the comprehensive inspection. As a result, all staff who undertake chaperone duties have a current DBS check.

The chaperone policy required that:

- All staff who may undertake chaperone duties must have a satisfactory DBS check, and have received appropriate training to carry out the role.
- The chaperone stays with the clinician during the consultation or procedure, and does not have unsupervised access to children or vulnerable adults at any time.