

Riverbank Medical Service

Inspection report

Warsop Primary Care Centre, Church Street
Warsop
Mansfield
NG20 0BP
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www.riverbankpractice-warsop.nhs.uk

Date of inspection visit: 27 September 2022
Date of publication: 11/11/2022

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

Inspected but not rated



Are services safe?

Inspected but not rated



Are services effective?

Inspected but not rated



Are services well-led?

Inspected but not rated



Overall summary

We carried out an announced focused inspection at Riverbank Medical Service on 27 September 2022. This was to review the compliance with the conditions that were placed onto the providers registration on 15 August 2022. The provider was placed in special measures following our inspection on 9 August 2022.

Safe - Inspected not rated

Effective – Inspected not rated

Well-led – Inspected not rated

On 9 August 2022 the practice was rated as inadequate. This inspection on 27 September 2022 was undertaken to review compliance with the conditions that were placed onto the providers registration. This inspection was not rated. The ratings from August 2022 still apply and will be reviewed via a further inspection to take place within the next six months. The service remains in special measures.

The full reports for previous inspections can be found by selecting the ‘all reports’ link for Riverbank Medical Services on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection to follow up on:

- Compliance with conditions placed on the providers registration in respect of breaches of regulation 12 (safe care and treatment); regulation 17 (Good governance) and regulation 19 (Fit and proper persons employed).

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included

- Completing clinical searches on the practice’s patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Our findings

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 found that:

Overall summary

- The practice had improved safeguarding processes. However, there was still inconsistencies in relation to identifying vulnerable patients.
- The practice had ensured there was appropriate oversight of secondary care letters including safeguarding and medication changes.
- There was limited evidence and assurance that vaccines and medications were stored appropriately.
- The practice did not have an effective system to learn and make improvements when things went wrong.
- We found staff to be working within their competencies and with supervision as required.
- We found that the practice did not have sufficient governance or assurance processes in place, supported by effective leadership.
- We did not find that the practice was compliant with the conditions in respect of good governance.

We found one breach of regulations. The provider **must**:

- Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Whilst we found no further breaches of regulations, the provider **should**:

- Continue to implement changes in line with the practice action plan.

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

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector and second inspector who undertook a site visit. The team included a GP specialist advisor who completed clinical searches and records reviews without visiting the location.

Background to Riverbank Medical Service

Riverbank Medical Service is located in Mansfield, Nottinghamshire:

Riverbank Medical Service

Warsop Primary Care Centre,

Church Street

Mansfield

NG20 0BP

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the Nottingham Integrated Care System (ICS) and delivers General Medical Services (GMS) to a patient population of about 4500. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices called PCN Mansfield North which includes six practices.

Information published by Public Health England shows that deprivation within the practice population group is in the third lowest decile (three of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 98.7% White, 0.3% Asian, 0.2% Black and 0.6% other.

The practice is led the team of one GP and a practice manager. The practice has a team of two nurses who provide nurse led clinics for long-term conditions and a Health Care Assistant. The team are supported at the practice by a team of reception and administration staff.

The practice is open between 8am to 6:30pm Monday to Friday. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by the practice where early morning, late evening and weekend appointments are available. Out of hours services are provided by Nottingham East Midlands Community Benefit Services Ltd.

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that were not being met.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Treatment of disease, disorder or injury	
Maternity and midwifery services	S29 Warning Notice
Surgical procedures	<p>Systems or processes must be established and operated effectively to ensure compliance with the requirements of the fundamental standards as set out in the Health and Social Care Act 2009 (Regulated Activities) Regulation 2014.</p> <p>How the regulation was not being met:</p> <ul style="list-style-type: none">• The provider had systems or processes in place that operated ineffectively in that they failed to enable the registered person to assess, monitor and improve the quality and safety of the services being provided.• The governance arrangements within the practice did not support an effective system to enable proactive monitoring of safeguarding registers. On reviewing the safeguarding registers, we found coding of records to be inconsistent. The safeguarding registers for both children and adults was not up to date. Records were not always linked with other family members to demonstrate there were safeguarding concerns• We found that the system in place to manage significant events required improvement.• We found no evidence that suggested that action was taken in line with the practice policy or advice was sought to ensure that medicines and vaccines within the drug fridges continued to be safe to use and effective for patients.• There was insufficient progress made for the oversight of the prescribing competence of non-medical prescribers. <p>This was in breach of Regulation 17 (1) (2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.</p>

This section is primarily information for the provider

Enforcement actions