Frome Medical Practice

Inspection report

Frome Medical Centre
Enos Way
Frome
BA11 2FH
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www.fromemedicalpractice.co.uk

Date of inspection visit: 20 October 2021
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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 well-led?	Requires Improvement

Overall summary

We carried out a desk-based review of Frome Medical Practice on 20 October 2021 in response to issuing a warning notice. This inspection was focused around the areas in the warning notice only and therefore not a rated review. Therefore the ratings from the previous inspection remain.

Safe - Requires Improvement

Effective - Good

Caring - Good

Responsive - Good

Well-led – Requires Improvement

Following our previous inspection on 09 June 2021 the practice was rated Requires Improvement overall and for all key questions except for the effective, caring and responsive key questions which were rated as Good.

We issued the provider with warning notices for breaches of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, related to safe care and treatment.

The full reports for previous inspections can be found by selecting the 'all reports' link for Frome Medical Practice on our website at www.cqc.org.uk

Why we carried out this review

Following the issuing of a warning notice for regulation 12 we undertook a desktop review to gain assurances that the practice were now compliant with the areas they were in breach of regulation. We are mindful of the impact of the COVID-19 pandemic and therefore as the assurances related to clinical searches and patient safety we were able to obtain our assurances remotely through a desktop review. This was undertaken on 20 October 2021.

Our findings

We found that:

- The practice had made improvements in all areas identified in the warning notice and were now compliant.
- The practice had clear systems and processes to keep patients safe.
- The practice had appropriate systems in place for the safe management of medicines.
- There was a process in place for monitoring patients' health in relation to the use of medicines including high risk medicines (for example, warfarin (a medicine to prevent blood clots), methotrexate (a medicine to treat rheumatoid arthritis) and lithium (a mood stabilising medicine) with appropriate monitoring and clinical review prior to prescribing.
- The practice managed safety alerts and provided evidence that patient medicine alerts were actioned and managed appropriately.

Following this review, we determined that the shortfalls identified in the warning notice had been met.

Overall summary

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

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Frome Medical Practice

Frome Medical Practice is located in Frome, East Mendip in Somerset. at:

Enos Way

Frome

Somerset

BA11 2FH

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 NHS Somerset Clinical Commissioning Group (CCG). Clinical Commissioning Group (CCG) and delivers General Medical Services (GMS).

The practice provides care to 30,000 patients living in and around Frome. Information published by Public Health England shows that deprivation within the practice population group is in the 4th lowest decile, with 10 being the least amount of deprivation. The practice is based in an area of average deprivation (7 out of 10, with 10 being the least amount of deprivation). The ages of the practice population were in line with national averages. 2% of the practice population have an ethnic minority background.

The age distribution of the practice population closely mirrors the local and national averages. There are slightly more female patients registered at the practice compared to males. There is a team of five GP partners, 12 salaried GPs, a long-term locum and two GP registrars. The practice has a team of three mental health nurse practitioners, nine nurse practitioners, an advanced paramedic practitioner and a triage nurse.

The advanced paramedic and some of the nurse practitioners were part of the practice home visiting or care home services. There was a team of 11 practice nurses and 10 healthcare assistants. The nurses provide nurse led clinics for patients with long term conditions. There was a pharmacy team and a physiotherapist based at the practice.

The team were supported by a practice manager, a HR manager, a finance controller, an IT manager, patient services manager, clinician support services manager and a quality assurance officer. There was a care coordination hub team to support patients in their communities to manage their health and wellbeing, medical secretaries, care navigators, health connectors and apprentices. There were 140 staff employed by the practice. The practice was the lead contractor for Mendip area for the community hospital.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations.

The practice has opted out of providing out of hours services to their patients. Patients are advised to contact the out of hours services via the NHS 111 service.