

Dr Durr and Partners

Quality Report

Broomfield Park Medical Centre, Spon End,
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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 at Dr Durr and Partners (known locally as Broomfield Park Medical Centre) on 4 October 2016. As a result of our inspection the practice was rated as good overall but required improvement for providing safe services. The full comprehensive report on the October 2016 inspection can be found by selecting the 'all reports' link for Dr Durr and Partners on our website at www.cqc.org.uk.

This inspection was a desk-based focused inspection carried out on 23 August 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 4 October 2016. This report covers our findings in relation to those requirements.

Overall the practice is rated as good.

Our key findings were as follows:

- The practice had registered to receive alerts issued by MHRA (Medicines and Healthcare Products Regulatory Agency). This was rectified immediately after our last inspection on 4 October 2016. The practice supplied evidence to show they had retrospectively reviewed all alerts issued during the last 12 months and taken any appropriate action. A revised procedure was also put in place to ensure staff were fully informed of alerts and to record the actions that needed to be taken going forward. The practice also supplied evidence to show they have continued to monitor and action these alerts and have discussed them in relevant staff meetings.
- All staff meetings were being fully minuted.

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?

During our comprehensive inspection on 4 October 2016, we identified a breach of legal requirement. The practice needed to take action to ensure they registered to receive alerts issued by MHRA (Medicines and Healthcare Products Regulatory Agency). During our desk based focused inspection on 23 August 2017 we found that the practice had taken action to improve this area. They had correctly registered and a revised procedure was also put in place to ensure staff were fully informed of alerts and to record the actions that needed to be taken going forward. The practice also supplied evidence to show they have continued to monitor and action these alerts and have discussed them in relevant staff meetings.

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

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The provider had resolved the concerns for safety identified at our inspection on 4 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



People with long term conditions

The provider had resolved the concerns for safety identified at our inspection on 4 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



Families, children and young people

The provider had resolved the concerns for safety identified at our inspection on 4 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for safety identified at our inspection on 4 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



People whose circumstances may make them vulnerable

The provider had resolved the concerns for safety identified at our inspection on 4 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for safety identified at our inspection on 4 October 2016 which applied to everyone using this practice, including this population group. The population group ratings have been updated to reflect this.

Good



Dr Durr and Partners

Detailed findings

Our inspection team

Our inspection team was led by:

The desk based focused inspection was completed by a CQC Lead Inspector.

Background to Dr Durr and Partners

Dr Durr and Partners is located in the Spon End district of Coventry, an urban area to the north west of Coventry city centre. It is run as a partnership had 7633 patients registered at the time of our inspection. The practice had recently seen an increase of approximately 160 patients due to the close of another local GP practice and the opening of a nearby 'retirement village'. In addition, there is a branch surgery, The Health Centre, located at Warwick University where a further 9,907 patients are registered. The two practices serve very different communities, although patients can make appointments at either practice. The main practice has a community with a large elderly and ethnic population, whereas the branch surgery primarily serves students of many nationalities. We did not inspect the branch surgery as part of this inspection.

The practice has a General Medical Services (GMS) contract with NHS England. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities. The practice is part of a local GP federation – the GP Alliance. A group of practices who work together to share best practice and maximize opportunities to improve patient outcomes.

There are eight partner GPs (three male and five female) within the practice. There are also three practice nurses, one of whom is a nurse practitioner and therefore able to issue prescriptions. They are supported by a practice manager and administrative and reception staff.

The practice is also an approved training practice for doctors who wish to become GPs. A GP trainee is a qualified doctor who is training to become a GP through a period of working and training in a practice. Only approved training practices can employ GP trainees and the practice must have at least one approved GP trainer.

The practice is open from 8.00am to 6.30pm during the week. Appointments are available from 8am to 11am and from 2pm to 5.50pm, although there is no afternoon session on Thursdays, appointments are available at the branch surgery. Outside of these times, a duty GP is available and urgent appointments can be made outside of these times by arrangement with the practice.

Extended hours appointments are available on Mondays from 6.30pm to 7.40pm, or on Tuesdays after a public holiday.

When the practice is closed, patients can access out of hours care provided by Coventry and Warwickshire Partnership NHS Trust within the same building through NHS 111. The practice has a recorded message on its telephone system to advise patients. This information is also available on the practice's website.

Home visits are available for patients who are unable to attend the practice for appointments. There is also an online service which allows patients to order repeat prescriptions and book new appointments without having to telephone the practice. Telephone appointments are available for patients who are unable to reach the practice during normal working hours.

Detailed findings

The practice treats patients of all ages and provides a range of medical services. This includes minor surgery and disease management such as asthma, diabetes and heart disease.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr Durr and Partners Surgery on 4 October 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement. The full comprehensive report following the inspection in October 2016 can be found by selecting the 'all reports' link for Dr Durr and Partners on our website at www.cqc.org.uk.

We undertook a follow up desk-based review of Dr Durr and Partners on 22 August 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

During our inspection we reviewed information provided by the practice.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on 4 October 2016, we rated the practice as requires improvement for providing safe services as the provider had not registered to receive alerts issued by MHRA (Medicines and Healthcare Products Regulatory Agency).

These arrangements had significantly improved when we undertook a desk based focused inspection on 23 August 2017 and the provider had implemented measures to address this. The practice is now rated as good for providing safe services.

Overview of safety systems and processes

The practice had registered to receive alerts issued by MHRA (Medicines and Healthcare Products Regulatory

Agency). This was rectified immediately after our last inspection on 4 October 2016. At that time, the practice supplied evidence to show they had retrospectively reviewed all alerts issued during the last 12 months and taken any appropriate action, for example with a faulty internal defibrillator battery (used to restart a heart in an emergency). A revised procedure was also put in place to ensure staff were fully informed of alerts and to record the actions that needed to be taken going forward. For our desk-based focussed inspection on 23 August 2017, the practice also supplied evidence to show they have continued to monitor and action these alerts and have discussed them in relevant staff meetings.