

# Aitune Medical Practice

## Quality Report

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Date of inspection visit: 17 August 2016

Date of publication: 16/09/2016

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 Aitune Medical Practice on 12 January 2016. A breach of legal requirements was found in that robust systems were not in place, to assess and control all risks relating to infection control and the premises. Also, learning from significant events was not always shared promptly with all relevant staff to improve patient safety. 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, and were taking to meet the legal requirement in relation to the breach.

We undertook a desk based review on 17 August 2016 to check that the provider had completed the required actions, and now met the legal requirements. This report covers our findings in relation to the requirements. We did not visit the practice as part of this review.

You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Aitune Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This review found that the provider had taken appropriate action to meet the legal requirements.

- The practice was rated as good for providing safe services.
- Learning from significant events was shared in a timely way to improve patient safety.
- An infection control audit was completed on 9 March 2016, which mostly assessed the practice as compliant. Plans were in place to appoint a new lead nurse for infection control, with a view to completing a new audit and action plan by mid November 2016.
- The health & safety policy and general risk assessments had been reviewed and updated, to ensure all risks to staff and patients had been assessed, and control measures were in place to keep people safe.

### 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.

- Learning from significant events was shared with relevant staff in a timely way to improve patient safety.
- An infection control audit was completed on 9 March 2016, which mostly assessed the practice as compliant. Plans were in place to appoint a new lead nurse for infection control, whose initial actions will be to complete a new audit and action plan by mid November 2016.
- The health & safety policy and general risk assessments had been reviewed and updated, to ensure all risks to staff and patients had been assessed, and control measures were in place to keep people safe.
- The practice manager had sought advice and training relating to health and safety responsibilities to further their knowledge and role.

**Good**



# Aitune Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC inspector undertook the desk based review of Aitune Medical Practice.

## Background to Aitune Medical Practice

Aitune Medical Practice provides primary medical services to 9,055 patients living in Long Eaton and the surrounding area. The practice is located in Long Eaton Health Centre.

The practice is run by a partnership of five GPs through a personal medical services contract (PMS).

The clinical team includes five GP partners, one advanced nurse practitioner, one nurse practitioner, two practice nurses and a healthcare assistant. The clinical team is supported by a practice manager, an office manager and a team of secretarial, reception and administration staff.

The practice is open from 8am to 6.30pm Monday to Friday. Daily appointment times vary depending on which GPs are holding surgery. Morning surgery starts between 8.10am and 9am until 11.30am.

Afternoon surgery is generally from 2.50pm until 6pm although the duty GP usually starts consultations at 2pm. Extended hours appointments are available on Saturday mornings from 8am to 12.45pm.

The practice has opted out of providing out-of-hours services to its own patients. Patients are advised to contact the out of hours service provided by Derbyshire Health United.

## Why we carried out this inspection

We undertook a desk based review of Aitune Medical Practice on 17 August 2016. This was carried out to check that improvements had been made to meet the legal requirements, following our comprehensive inspection on 12 January 2016. We reviewed the practice against one of the five questions we ask about services: is the service safe.

## 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 requirement in relation to Regulation 12: Safe Care and Treatment. We also spoke with the practice manager.

# Are services safe?

## Our findings

A comprehensive inspection on 12 January 2016 found that robust systems were not in place, to assess and control all risks relating to infection control and the premises. Also, learning from significant events was not always shared promptly with all relevant staff to improve patient safety. Overall the practice was rated as good, in view of the above the practice was rated as requires improvement for providing safe services.

Following the inspection, the practice wrote to us to say what action they had, and were taking to comply with the above issues. All actions would be completed by 31 March 2016.

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

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

- Regular clinical meetings were held and minuted, to share learning from significant events in a timely way to improve patient safety. The minutes of meetings were circulated to all relevant staff, to ensure those unable to attend were aware of the key learning points.
- Arrangements were also in place to ensure that non-clinical staff were made aware of changes to procedures, and relevant key learning points from significant events.
- An infection control audit was completed on 9 March 2016, which mostly assessed the practice as compliant and addressed the items requiring attention. The lead for infection control had left the practice. Two new nurses had been appointed, with a view to one or both of them taking on the lead role for infection control with support. Initial actions for the new lead will be to complete a new audit and action plan by mid November 2016.
- The health & safety policy and general risk assessments had been reviewed and updated, to ensure all risks to staff and patients had been assessed, and control measures were in place to keep people safe.
- The practice manager had sought advice and training relating to health and safety responsibilities, to further their knowledge and role.