

Dr P J P Holden & Partners

Inspection report

Matlock & Ashover practices – Imperial Road
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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

Good 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced comprehensive inspection at Dr P J P Holden & Partners on 18 December 2018 as part of our inspection programme.

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.

The overall rating for this practice was good. All population groups were rated as good with the exception of people experiencing poor mental health. This was rated as requires improvement because levels of exception reporting were higher than local and national averages

We found that:

- The practice mostly provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice organised and delivered services to meet patients' needs. Patients could access care and treatment in a timely way. There was some evidence of lower satisfaction rates with regards to access to appointments, but we observed that the practice was taking action to address this.
- The way the practice was led and managed promoted the delivery of good quality, person-centred care.

We rated the practice as requires improvement for providing safe services. This was because:

- Clinical coding was not always used on safeguarding records which meant that access to some information, including an up-to-date practice safeguarding register was not readily accessible.
- The practice could not evidence that all clinical staff had appropriate immunisation status, or a risk assessment in place to minimise any impact of not having been vaccinated.
- We found that rates of incident reporting were low, and some events had not been reported through the significant event reporting process to ensure wider learning. Evidence of completed actions was not always available.

The areas where the provider **must** make improvements are:

- Ensure that care and treatment is provided in a safe way (Please see the specific details on action required at the end of this report).

In addition, the provider **should**:

- Review the need for a second audit cycle to provide evidence of outcomes achieved in improving the quality of care.
- Review levels of clinical exception reporting and consider how to evidence where levels are high, for example, by a supporting audit.
- To continue to improve patient feedback in relation to accessing appointments.

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

Professor Steve Field CBE FRCP FFPH FRCGP Chief Inspector of General Practice

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Requires improvement 

Our inspection team

Our inspection team was led by a CQC lead inspector. The team included a GP specialist adviser and a practice nurse specialist adviser.

Background to Dr P J P Holden & Partners

Dr P J P Holden and Partners (also known as Matlock & Ashover Practices – Imperial Road) is registered to provide regulated activities with the CQC, with the provider being a partnership consisting of five male GPs and one female GP. As the Matlock practice is registered individually to provide regulated activities, the inspection was undertaken solely at this site, and does not include the practice at Ashover which has a separate registration with CQC.

Dr P J P Holden and Partners received a previous CQC inspection in October 2014. At that inspection, it received an overall outstanding rating. The full comprehensive report (published January 2015) for this inspection can be found by selecting the 'all reports' link for Dr P J P Holden and Partners on our website at www.cqc.org.uk

The practice is situated in Matlock, a town in Derbyshire on the south-eastern edge of the Peak District. It provides primary care medical services commissioned by NHS North Derbyshire CCG and NHS England.

The practice has approximately 7,700 registered patients. Patients are predominantly of white British origin, with only 1.3% of people within the practice area being from black and minority ethnic (BME) groups. The age profile of registered patients shows a higher percentage of patients aged over 65 at 27.2%, compared to the CCG

average of 23.2%, and the national average of 17.1%. The practice serves a population that is ranked in the third least deprived decile for deprivation, and has lower levels of unemployment compared to the national average.

In addition to the six GP partners, there are two salaried female GPs working at the practice.

The nursing team consists of a community matron, two practice nurses, and two healthcare assistants.

The clinical team are supported by a business manager, an assistant practice manager, and an operations lead. The practice also employs a care coordinator, and a team of 10 staff who provide reception, administrative and secretarial support. A cleaner is also directly employed by the practice.

Dr P J P Holden & Partners is an established training practice. It accommodates GP registrars and medical students.

The practice opens from 8am until 6.30pm Monday to Friday, with extended hours opening on a Tuesday morning from 7.30am and Monday evening until 8pm. Patients can obtain late weekday appointments and weekend appointments through a recently introduced

scheme for NHS extended access to GP services. These were available at one of four local practices participating in the scheme subject to the day of the week, and on a rotating rota each weekend.

The surgery closes between 1pm and 4pm on one afternoon on 10 months of the year for staff training. When the practice is closed, patients are directed to Derbyshire Health United (DHU) out of hours via the 111-service.

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment The provider did not have a comprehensive system in place to input clinical coding for safeguarding on appropriate patient records. The provider did not have effective arrangements in place to evidence staff immunisations, or provide a risk assessment in place of where this was not possible. The provider did not have systems to capture all types of incidents, including near misses, in order to ensure that all learning opportunities were maximised.