

# Clifton Medical Centre

## Quality Report

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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 Clifton Medical Centre on 17 February 2016. The overall rating for the practice was good but with requires improvement for safety. The full comprehensive report for the 17 February 2016 inspection can be found by selecting the 'all reports' link for Clifton Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 20 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 17 February 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as Good.

Improvements had been made since our last inspection on 17 February 2016. Our key findings were as follows:

- The practice had obtained all the necessary staff recruitment checks to ensure employees were of good character prior to employment.
- Storage arrangements had been improved to ensure all flooring areas were free from clutter and could be cleaned appropriately.

**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?**

Improvements had been made since our last inspection on 17 February 2016 and the practice is now rated as good for providing safe services. Our key findings were as follows:

- The practice had obtained all the necessary staff recruitment checks to ensure the person was of good character prior to employment.
- Storage arrangements had been improved to ensure all flooring areas were free from clutter and could be cleaned appropriately.

**Good**



# Summary of findings

## The six population groups and what we found

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

### **People whose circumstances may make them vulnerable**

The practice is now rated as outstanding for the care of people whose circumstances may make them vulnerable. The provider had resolved the concerns for safety identified at our inspection on 17 February 2016 which applied to everyone using this practice, including this population group. This population group rating has been updated to reflect this. At the last inspection on the 17 February 2016 the practice was rated as outstanding for providing effective and caring services for people whose circumstances may make them vulnerable.

**Outstanding**



# Clifton Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

A CQC inspector.

## Background to Clifton Medical Centre

Clifton Medical Centre is situated within a purpose built surgery in Rotherham Health Village. There is a branch surgery at Wickersley Health Centre, Poplar Glade, Wickersley, Rotherham, S66 2JQ. We visited the branch surgery as part of this inspection.

The practice provides Personal Medical Services (PMS) for 13,400 patients across the two sites in the NHS Rotherham Clinical Commissioning Group (CCG) area. The practice catchment area has been identified as being one of the third most deprived areas nationally. The age of the practice population mostly reflects the national average but with a slightly higher than average four years and under age group.

There are four GP partners and two salaried GPs, four male and two female. There are twelve practice nurses, four of who are independent nurse prescribers, three health care assistants and a phlebotomist who work across the two sites. There is a large administration team led by two practice managers.

The practice is open from 7am to 6pm, Monday to Friday at the Rotherham Health Village site and telephones are open from 8am to 6pm. The branch surgery is open 8am to 5pm, Monday to Friday, and also has a late surgery from 6.30pm to 8pm on a Tuesday.

Out of hours services are provided by Care UK, (the company providing out-of-hours care for NHS Rotherham's patients). Calls are diverted to this service when the practice is closed. NHS Rotherham also provides a Walk-in Centre to deal with minor ailments, illnesses and injuries.

## Why we carried out this inspection

We undertook a comprehensive inspection of Clifton Medical Centre on 17 February 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as Good overall but with requires improvement for safety. The full comprehensive report following the inspection on 17 February 2016 can be found by selecting the 'all reports' link for Clifton Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a follow up focused inspection of Clifton Medical Centre on 20 February 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 visit we:

- Spoke with a range of staff (practice nurse, receptionist and practice manager).
- Visited all practice locations
- Looked at recruitment records.

# Detailed findings

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 17 February 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of recruitment was not adequate.

These arrangements had significantly improved when we undertook an inspection on 20 February 2017.

### Safe track record and learning

At our last inspection on the 17 February 2016 we found:

- References to ensure the person were of good character had not been obtained prior to employment.
- Items, such as boxes, had been left on floors in some of the consulting rooms and in the sluice room which may have impacted on the effectiveness of the cleaning.

At this inspection on the 17 February 2016 we looked at the recruitment procedures and found

- References had been obtained prior to employment of staff.
- The recruitment policy had been reviewed and updated although this had not been signed or dated.
- A recruitment check list had been implemented to assist the process and ensure all checks had been obtained prior to employment.
- We identified health checks had not been completed for all staff as per the recruitment procedure. The practice manager said they had identified this and would review this process and ensure it was implemented consistently.
- We observed that the sluice room had been cleared and alternative arrangements had been put in place for storing items. The consultation rooms we viewed were clean and tidy.