

Open Report by Linda Hirst, Inspection Manager Primary Medical Services and Integrated Care, Care Quality Commission - Central Region

Report to	Health Scrutiny Committee for Nottinghamshire County Council
Date:	4 November 2015
Subject:	Care Quality Commission General Practice and dentistry Inspection update.

Summary:

This is a short report to provide the Health Scrutiny Committee for Nottinghamshire County Council with a position statement on the progress and themes coming out of the Care Quality Commission's (CQC) inspections of General Practice and dentistry in Nottinghamshire. Our dentistry inspections cover both NHS and wholly private dental providers.

When considering this report it is important for the Committee to bear in mind that the CQC is not subject to Local Authority Scrutiny, and the relationship is an informal one based on an understanding, trust and joint aspiration to improve health care services by sharing insight and complementing each other's roles. The Committee is asked to bear in mind that the CQC is neither a commissioner nor a provider of NHS-funded services.

Actions Required:

- (1) To consider the information presented on the themes arising from CQC's inspections of GP and dental practices in Nottinghamshire County Council to date.

1. Background

The Care Quality Commission (CQC) began inspecting with the new approach General Practices in October 2014.

Inspection Arrangements

Inspections are carried in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, which have replaced earlier regulations (The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010). For each inspection, five main questions are asked about a service:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

Safe, Effective, Caring, Response and *Well-led* are referred to as the five domains.

General practice inspections also inspect and rate how well each practice serves specific population groups. These are;

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

Dental practices are also inspected, we inspect both NHS and wholly private providers and in respect of each inspection, five main questions are asked about a service:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

It should be noted we do not give dental services a rating as we only inspect 10% of practices per year, we do not consider how they serve particular population groups.

All CQC inspection teams gather and use information and feedback from people using services, their carers and families, and their representatives. This includes national data such as patient surveys, as well as people's stories sent to CQC. Local Authority Scrutiny and Local Healthwatch are invited to contribute evidence about people's experiences of care, as are other patient and public representatives and voluntary groups.

CQC also asks local partners, including Local Authorities, Health and Wellbeing Boards and Clinical Commissioning Groups (CCGs) and Local Medical Committees (LMCs), the General Dental Council and the General Medical Council to share information about the quality and safety of services before our inspections. We are not responsible for monitoring commissioners of services but we work closely with them to share information about risks and the quality of local services.

During the inspections, our teams check on different aspects of care, the environment, the staff and how the service is run. They observe care, talk to people using the services and their carers, and to staff, and check policies, records and care plans to decide on the quality of the care.

As well as an overall rating for each service the following ratings are made in respect of each domain and population group:

- Outstanding
- Good
- Requires improvement
- Inadequate

Inspection Findings – General Practice

Since October 2014, the CQC has inspected 37 General Practices in Nottinghamshire. These inspections have identified some breaches of the Regulations. Some of the reports are published and others are awaiting publication.

4 are rated overall as outstanding; two in Rushcliffe CCG; one in Mansfield and Ashfield CCG and one in Nottingham North and East CCG

15 are rated overall as Good.

8 are rated overall as Requires Improvement

2 are rated overall as inadequate, both practices are in Mansfield and Ashfield CCG. Both practices have been placed in special measures for a period of six months and are receiving support from both the CCG and area team as well as the LMC.

We have a further 2 practices with an inadequate rating in one domain but not overall. These practices will have a full re-inspection within six months of the date of the publication of the report.

We have 7 reports left to publish of the inspections we have completed.

The most commonly breaches of Regulations are in relation to Regulation 17 (Good Governance), Regulation 19 (Fit and Proper Persons Employed and Regulation 12 (Safe Care and Treatment). The most common domains rated as inadequate are safe and well led, though we now have some rated as inadequate in respect of providing effective and responsive services.

Inspection Findings – Dentistry

Since July 2015 we have published reports on 2 dentists and have inspected two others but not published those reports yet. These are attached as links below. There are insufficient inspections carried out yet to pull out themes.

Display of CQC Rating

Regulation 20A of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 requires service providers to display at their premises the most recent overall rating from the CQC, including ratings for each of the services provided. There are also requirements on each service provider to include a link on their website to the CQC's website where the most recent CQC report may be found. We have started to check that practices are complying with this requirement and are writing to those who are not doing this, pointing out this is a legal requirement and asking them to take action. We will pursue those who do not.

2. Conclusion

The Committee may wish to note that the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 were introduced in November 2014, with amendment regulations effective from 1 April 2015. These regulations address the specific recommendations for the CQC in the Francis Report. Details can be found on CQC web site.

CQC is continuing with the inspection schedules for General Practice and expects to complete all the GP inspections and have applied ratings by September 2016.

3. Consultation

This is not a consultation item.

4. Background Papers

The following background papers were used in the preparation of this report:

Links to CQC inspection reports of General Practice in Nottinghamshire.

[The Calverton Practice](#)

[Newthorpe Medical Centre](#)

[East Leake Medical Group](#)
[St Georges Medical Practice](#)
[Rainworth Health Centre](#)
[Southwell Medical Centre](#)
[Roundwood Surgery](#)
[Woodside Surgery](#)
[Sandy Lane Surgery](#)
[Dr Shibopriyo Mukhopadhyay](#)
[The Linden Medical Group](#)
[West End Surgery](#)
[Jacksdale Medical Centre](#)
[Dr P Oza and Dr R Nam](#)
[Family Medical Centre - Kirkby](#)
[Selston Surgery](#)
[Lombard Medical Centre](#)
[Dr Lisa Terrill and Partners](#)

Dentistry Reports

[Park Dental Care](#)
[The Dental Suite](#)

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