

# Rothbury Practice

## Inspection report

Whitton Bank Road  
Rothbury  
Morpeth  
Northumberland  
NE65 7RW  
Tel: 01669 620339  
www.therothburypractice.nhs.uk

Date of inspection visit: 25/11/2019  
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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?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced inspection at Rothbury Practice on 25 November 2019. We looked at whether the service was safe, effective, caring, responsive and well led.

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.

We have rated this practice as **good** overall.

- The practice had not always ensured that all safety alerts around medicines were actioned. The practice was not able to demonstrate that they had checked all of their emergency medicines systematically. Some prescriptions had not been stored securely. These matters had been identified on the inspection and the practice took immediate action. We were assured that these safety issues had been addressed satisfactorily.
- The practice had not met national targets for cervical screening.
- There was high exception rate reporting.
- Patients received effective care and treatment that met their needs.

- Health and safety, fire safety and infection control checks and audits were completed for all sites.
- Patients commented that staff were caring and professional.
- Staff were well trained and competent in the delivery of good patient care.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

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

- Establish systems to ensure all emergency medicines are correctly checked.
- Continue to improve the monitoring of medicines alerts.
- Continue to explore the practice systems for recording exceptions in the quality outcome framework returns.
- Improve the storage of prescriptions.
- Improve uptake of cervical screening for eligible women.

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

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

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

## Our inspection team

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

## Background to Rothbury Practice

Rothbury Practice is registered with the Care Quality Commission to provide primary care services. It is located in the village of Rothbury in Northumberland. The practice provides services to around 5800 patients from three locations; Rothbury Practice, Whitton Bank Road, Rothbury, NE65 7RW; Longframlington Surgery, Longframlington, NE65 8AD; Harbottle Surgery, Harbottle, NE65 7DG

We visited Both the Rothbury practice and the Longframlington branch surgery as part of the inspection. The practice has five GPs, one GP registrar, a practice manager, one nurse practitioner, three practice nurses, two healthcare assistants, one medicines manager and 10 administration staff.

The practice is part of Northumberland clinical commissioning group (CCG). The practice is situated in an

area of relatively low levels of deprivation. The practice population is made up of a significantly higher than average proportion of patients over the age 65 (33.2% compared to the national average of 17.3%).

The practice is located in the local community hospital. All patient facilities are on the ground floor and are easily accessible from its large parking area.

Surgery opening times at the practice are between 8am and 6.30pm Monday to Thursday and 8am to 5pm on Friday. Patients can book appointments in person, electronically or by telephone.

The practice provides services to patients of all ages based on a General Medical Services (GMS) contract agreement for general practice. The service for patients requiring urgent medical attention out of hours is provided via the 111 service.