

Care Quality Commission

Inspection Evidence Table

The New City Medical Group (1-506577542)

Inspection date: 07 June 2018

Date of data download: 04 June 2018

Effective

Effective staffing

Question	Y/N
The registered person provided assurances that staff had the skills, knowledge and experience to deliver effective care, support and treatment.	No
The learning and development needs of staff were assessed	Yes
The provider had a programme of learning and development.	Yes
There was an induction programme for new staff. This included completion of the Care Certificate for Health Care Assistants employed since April 2015.	NA
Staff had access to appraisals, one to one, coaching and mentoring, clinical supervision and revalidation. They were supported to meet the requirements of professional revalidation.	Yes
The practice could demonstrate how they assured the competence of staff employed in advanced clinical practice, for example, nurses, paramedics, pharmacists and physician associates.	NA
If no please explain below: The practice had ten permanent members of staff and employed two-long term locums. A mandatory training protocol that all staff were required to sign had been introduced since we last inspected the practice. The protocol detailed the arrangements in place to ensure that staff had sufficient time and support to complete the training the practice considered mandatory. We found that most practice staff had completed the training that the provider considered mandatory for their role, however, there were still some areas where staff had not completed the training required. At this inspection we reviewed the practice training records and we found: <ul style="list-style-type: none">Two members of staff had not completed information governance training. This included one of the locum GPs and a member of the reception team who had only worked at the practice since December 2017 and was still in the process of completing the mandatory training they were required to complete in their first year.	

- Five staff had not completed health and safety training. This included the recently appointed member of the reception team.
- One of the locum GPs had not completed infection control training.
- The two locum GPs had not completed fire safety training.

Notes: CQC GP Insight

GP Insight assesses a practice's data against all the other practices in England. We assess relative performance for the majority of indicators using a z-score, a statistical tool which shows the deviation from the England average. It gives us a statistical measurement of a practice's performance in relation to the England average, and measures this in standard deviations. We calculate a z-score for each indicator, thereby highlighting the practices which significantly vary from the England average (in either a positive or negative direction). We consider that z-scores which are +2 or more or -2 or less are at significant levels, warranting further enquiry.

N.B. Not all indicators are part of the GP insight set and those that aren't will not have a variation band.

The following language is used for banding variation:

Significant variation (positive)

- Variation (positive)
- Comparable to other practices
- Variation (negative)
- Significant variation (negative)

Note: for the following indicators the variation bands are different:

- Child Immunisation indicators. These are scored against the World Health Organisation target of 95%.

It is important to note that z-scores are not a judgement in themselves, but will prompt further enquiry, as part of our ongoing monitoring of GP practices.

Guidance and Frequently Asked Questions on GP Insight can be found on the following link: <http://www.cqc.org.uk/what-we-do/how-we-use-information/monitoring-gp-practices>