

Ratby Surgery

Inspection report

122-124 Station Road,
Ratby
Leicester
LE6 0JP
Tel: 0116 239 4960
www.ratbysurgery.nhs.uk

Date of inspection visit: 4 April 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

Requires improvement



Are services safe?

Inadequate



Are services effective?

Good



Are services caring?

Good



Are services responsive?

Good



Are services well-led?

Requires improvement



Overall summary

We carried out an announced comprehensive inspection at Ratby Surgery on 4 April 2019 as part of our inspection programme.

Our judgement of the quality of care at this service is based 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 requires improvement overall.

We rated the practice as **inadequate** for providing safe services because:

- The practice did not always have clear systems and processes to keep patients and staff safe.
- Systems to support appropriate standards of cleanliness and hygiene were not in place.
- The system for recording and acting on safety alerts was not effective.

We rated the practice as **good** for providing effective, caring and responsive services because:

- 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 and feedback received from patients was overwhelmingly positive.

We rated the practice as **requires improvement** for providing a well led service because:

- Some governance systems were not being operated effectively.
- The practice did not have clear and effective processes for managing risks.

We rated all population groups as **good**.

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

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

(Please see the specific details on action required at the end of this report).

In addition, the provider **should**:

- Improve the system for significant events to include a review of events to ensure actions implemented are effective.
- Implement the planned formal system to ensure competence of clinical staff.
- Consider including a neonatal pulse oximeter in their emergency equipment.
- Obtain evidence of vaccination status for those staff for whom it was not available at the time of inspection.
- Embed the new process for monitoring data in respect of the cold chain.

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

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)	Good	

Our inspection team

Our inspection team was led by a CQC inspector and included a GP specialist advisor and a second CQC inspector.

Background to Ratby Surgery

Ratby Surgery is situated in Ratby a commuter village in the Hinckley and Bosworth district of

Leicestershire, England. It has approximately 3,600 patients and the practice's services are commissioned by West Leicestershire Clinical Commissioning Group (CCG). They are also a part of the Hinckley and Bosworth Medical Alliance Federation which is made up of 13 GP practices working together to deliver healthcare for local communities.

Patient demographics reflect that the practice has a higher than the national average number of patients under the age of four years and lower than the national average of patients over 65 years of age. Information published by Public Health England, rates the level of deprivation within the practice population group as nine, on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice has a General Medical Services Contract (GMS). The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

At Ratby Surgery, the service is provided by four part-time GP partners (three male and one female), one practice nurse/health care assistant, a practice manager, a strategy manager, a reception manager and two reception/administration staff.

The practice has one location registered with the Care Quality Commission (CQC) which is Ratby Surgery, 122-124 Station Road, Ratby, Leicestershire, LE6 0JP.

The practice is open between 8.00am to 8.00pm on Mondays and between 8.00am to 6.30pm from Tuesday to Friday.

An additional extended hours service is commissioned by the CCG and appointments are available in early morning, evenings and weekends at three locations within the CCG area and can be made through the practice.

When the practice is closed patients are directed to contact the out-of-hours GP services by calling the NHS 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 Maternity and midwifery services Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>How the regulation was not being met...</p> <ul style="list-style-type: none">• The system for infection prevention and control was not being operated effectively.• There was not an effective system in place for the monitoring and management of risks to patient and staff safety.• There was not an effective system to deal with MHRA alerts.