

Minster Surgery

Inspection report

75 High Street

Minster

Ramsgate

Kent

CT12 4AB

Tel: 01843 821333

www.minstersurgery-thanet.co.uk

Date of inspection visit: 06/11/2018

Date of publication: 30/11/2018

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 well-led?

Good



Overall summary

This practice is rated as good. (Previous inspection 15 May 2018 – rated good overall).

The practice was last inspected on 15 May 2018 and the key questions were rated as:

Are services safe? – good

Are services effective? – good

Are services caring? – good

Are services responsive? – good

Are services well-led? – requires improvement

We carried out an announced focused inspection at Minster Surgery on 6 November 2018. We followed up on previous areas identified for improvement during our inspection on 15 May 2018. The practice was required to establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

At this inspection we found:

- The practice had systems in place to identify, manage and mitigate risks. They identified learning opportunities and shared this with their extended team to improve practice.
- The practice had appropriate systems to safeguard children and vulnerable adults from abuse.
- The practice had established systems for following up on patients who failed to collect their medicines from the dispensary.
- The practice had conducted risk assessments and had followed up on actions to mitigate the risks to patients.

Professor Steve Field CBE FRCP FFPH FRCGP
Chief Inspector of General Practice

Population group ratings

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Minster Surgery

Minster surgery is a rural practice providing services to 8402 patients. They have below the local average for patients aged 0 to 30 years of age. There are five GP partners, two female and three male GPs. There is a female salaried GP, one nurse practitioner, four practice nurses and a health care assistant. The team is overseen by the practice manager and the assistant practice manager. Minster Surgery is also a training practice and at the time of the inspection they had two registrars employed.

The services are provided from Minster Surgery, 75 High Street, Minster, Ramsgate, Kent CT12 4AB. The practice was able to offer dispensing services to those patients on the practice list who lived more than one mile (1.6km) from their nearest pharmacy.

The practice does not provide out of hours provision for their patients this is commissioned from IC24.

The practice is registered with the Care Quality Commission to provide the following regulated activities;

Diagnostics and screening

Family planning

Surgical procedures

Treatment of Disease, disorder and injury

Maternity and midwifery

Are services well-led?

We rated the practice as good for providing a well-led service.

Governance arrangements

The GP partners had appointed roles and responsibilities. The practice had reflected on their feedback from their earlier inspection. We found they had actively addressed risks and failings and had established formal systems of accountability to strengthen their governance and management systems.

- The partners held regular meetings to promote discussion and support good governance and management. Meeting minutes were maintained, including key discussion points and actions.
- Staff members were clear on their roles and accountabilities including in respect of safeguarding and infection prevention and control.
- There were policies, procedures to govern the activities of the practice. They had systems in place to assure themselves that they were operating as intended. The practice had developed, approved and shared an overarching medicine management policy with their clinical team to help ensure consistent prescribing and monitoring systems were adhered to.

Managing risks, issues and performance

There were processes for managing risks, issues and performance.

- We found risk assessments relating to the premises and fire safety had been revised and actions taken to mitigate risks identified.
- We found the practice had revised and improved their recording systems for significant incidents. The practice discussed incidents during partners meetings and reviewed lessons learnt to inform practice.
- We found the practice had clear and established systems to help ensure the timely, appropriate and consistent actioning of medicine alerts. These were overseen by the medicine management lead clinician who reported to the partners.

Appropriate and accurate information

The practice acted on appropriate and accurate information.

- The lead GP and practice manager spoke of a more inclusive culture within the practice. They provided examples of where the partners were regularly reviewing, interrogating and discussing information to maintain a safe and sustainable service. The practice recognised further improvements could be made in the documenting of actions and decisions.

Please refer to the Evidence Tables for further information.