

Dr S P Singh and Partners

Quality Report

Church View Health Centre
Langthwaite Road
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Pontefract
West Yorkshire
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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

Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Dr S P Singh and Partners on 5 April 2016. The overall rating for the practice was good. However, the practice was rated as requires improvement for providing safe services.

The full comprehensive report on the 5 April 2016 inspection can be found by selecting the 'all reports' link for Dr S P Singh and Partners on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 24 January 2017 to confirm that the practice had carried out the improvements required that we identified in our previous inspection on 5 April 2016.

Following this latest inspection the key question in relation to the provision of safe services at this location is now rated as good, the overall rating for the practice remains as good.

Our key findings were as follows:

- The practice had taken a systematic approach to review the findings of the 5 April 2016 inspection, by working both in-house and in conjunction with NHS

Wakefield Clinical Commissioning Group. We saw they had developed and implemented actions to rectify all areas that were recognised as requiring improvement.

- The practice had put in place processes to ensure that staff were up to date with their immunity and vaccination status with particular regard to measles, mumps, rubella and chickenpox. The practice had also developed a staff screening and immunisation policy and a Hepatitis B policy to underpin this approach and these had both been in place since May 2016.
- Patient Group Directions were in date and properly authorised. Vaccination and immunisation training for nursing staff had taken place in May 2016 and we saw evidence that further update training had been organised for the near future.
- The practice policy in relation to the administration of immunisations at the surgery had been updated in July 2016 and staff could access guidance regarding vaccinations on the practice computer system.
- All vaccines stored in the practice were in date and there was a system in place to ensure that effective stock control and storage conditions were maintained.

Summary of findings

Professor Steve Field (CBE FRCP FFPH FRCGP)

Chief Inspector of General Practice

Summary of findings

The five questions we ask and what we found

We always ask the following five questions of services.

Are services safe?

The practice is rated as good for providing safe services.

This inspection was conducted to review issues that were found at the comprehensive inspection carried out on 5 April 2016. At the previous inspection the key question in relation to the provision of safe services at this location was rated as requires improvement. This was because the provider needed to assure themselves that all staff were up to date with respect to their immunity and vaccination status, all Patient Group Directions were in date, and that all vaccines stored on the premises were in date and that they had a system in place to ensure effective stock rotation.

At our inspection on 24 January 2017, we found that:

- The practice had put in place processes to ensure that staff were up to date with their immunity and vaccination status with particular regard to measles, mumps, rubella and chickenpox. The practice had also developed a staff screening and immunisation policy and a Hepatitis B policy to underpin this approach and these had both been in place since May 2016.
- Patient Group Directions were in date and properly authorised. Updated vaccination and immunisation training for nursing staff had taken place in May 2016 and further update training had been organised for the near future.
- The practice policy in relation to the administration of immunisations at the surgery had been updated in July 2016 and staff could access guidance regarding vaccinations on the practice computer system.
- All vaccines stored in the practice were in date and there was a system in place to ensure that effective stock control and storage conditions were maintained.

Good



Dr S P Singh and Partners

Detailed findings

Our inspection team

Our inspection team was led by:

The inspection was carried out by a CQC Lead Inspector.

Background to Dr S P Singh and Partners

The practice of Dr S P Singh and Partners consists of two surgeries, a main surgery at Church View Health Centre, Langthwaite Road, South Kirkby, Pontefract, WF9 3AP and a branch at Southmoor Surgery, Southmoor Road, Hemsworth, Pontefract, WF9 4LU. The practice has over 9,600 patients and had added around 600 patients to their list since 2013.

The practice is a member of the NHS Wakefield Clinical Commissioning Group (CCG).

The main surgery Church View Health Centre is located on the first floor of a large purpose designed building which it shares with another GP practice and a number of other health and care providers. The building is accessible for those with a disability and a lift is provided to assist patients to access the surgery. The surgery has on-site parking available for patients.

The branch, Southmoor Surgery is located in an older purpose built building and has recently been refurbished. The surgery is accessible for those with a disability and parking is available for patients on the site.

The practice serves a post industrial area linked predominantly to mining and the woollen mill industry and as a result the practice has a high prevalence of long term conditions with 63% of patients reporting that they had a long standing health condition compared to the CCG

average of 58% and the England average of 54%. The population age profile shows that it is comparable to the CCG and England averages for those over 65 years old (18% compared to the CCG average of 17% and England average of 17%). Average life expectancy for the practice population is 76 years for males and 80 years for females (CCG average is 77 years and 81 years respectively and the England average is 79 years and 83 years respectively). The practice serves some areas of higher than average deprivation being ranked in the second most deprived decile. The practice population is predominantly White British.

The practice provides services under the terms of the Personal Medical Services (PMS) contract. In addition the practice offers a range of enhanced local services including those in relation to:

- childhood vaccination and immunisation
- Influenza and Pneumococcal immunisation
- Rotavirus and Shingles immunisation
- Dementia support
- Risk profiling and care management
- Support to reduce unplanned admissions.
- Minor surgery
- Learning disability support
- Extended hours

As well as these enhanced services the practice also offers additional services such as those supporting long term conditions management including asthma, chronic obstructive pulmonary disease, diabetes, heart disease and hypertension and smoking cessation.

Attached to the practice or closely working with the practice is a team of community health professionals that includes health visitors, midwives, and members of the district nursing team and health trainers. The practice also hosts other services such as audiology, ultrasound and substance misuse services.

Detailed findings

The practice has three GP partners (two male, one female) and one salaried GP (male). In addition there are two advanced nurse practitioners, one community matron, one senior practice nurse, three practice nurses and four healthcare assistants (all female). Clinical staff are supported by a practice manager, a reception manager, and an administration and reception team.

The practice has recently been accredited as a training practice and will support GP registrars for placements from February 2017.

The practice appointments include:

- Pre-bookable appointments
- On the day/urgent appointments
- Telephone consultations and a triage clinic; where patients could speak to a GP or advanced nurse practitioner to ask advice and if identified obtain an urgent appointment.

Appointments can be made in person, via telephone or online.

Opening times for the two practice surgeries differ slightly.

Church View Health Centre

Monday to Friday 8am to 6.30pm. With extended evening opening on Tuesdays 6.30pm to 9pm.

Southmoor Surgery

Monday, Tuesday, Thursday and Friday 8.30am to 6pm, and Wednesday 8.30am to 1pm. With extended evening opening on Wednesdays 6.30pm to 9pm.

Appointments are available:

Church View Health Centre

Monday to Friday 8.30am to 11.30am and 2.30pm to 5.30pm with an extended evening session on Tuesdays 6.30pm to 9pm.

Southmoor Surgery

Monday to Friday 8.30am to 11.30am and 2.30pm to 5.30pm with an extended evening session on Wednesdays 6.30pm to 9pm.

Out of hours care is provided by Local Care Direct and is accessed via the practice telephone number or patients can contact NHS 111.

Why we carried out this inspection

We undertook a comprehensive inspection of Dr S P Singh and Partners on 5 April 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall; however it was rated as requires improvement in relation to providing services that were safe for the practice population. The full comprehensive report following the inspection on 5 April 2016 can be found by selecting the 'all reports' link for Dr S P Singh and Partners on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Dr S P Singh and Partners on 24 January 2017. The inspection was planned to check that improvements had been made following our comprehensive inspection on 5 April 2016. We inspected the practice against only one of the five key questions we ask about services: are services at this location safe?

How we carried out this inspection

We carried out an announced focused inspection of Dr S P Singh and Partners on 24 January 2017. Prior to the inspection we reviewed information we held with regard to the practice, and received feedback from NHS Wakefield Clinical Commissioning Group. On the day of inspection we discussed the safe operation of the practice with the practice manager and reviewed evidence in relation to improvements made as a result of the original inspection made on 5 April 2016.

Are services safe?

Our findings

At our previous inspection on 5 April 2016, we rated the practice as requires improvement for providing safe services. This rating was awarded because of the following findings:

- The practice had not carried out all necessary checks to ensure that the immunity and vaccination status of staff had been established and that current best practice guidance was being adhered to.
- Thirteen Patient Group Directions had recently date expired and were no longer valid.
- One of the vaccines stored in the branch surgery was outside its date of use.

The practice had taken a systematic approach to review the findings of the 5 April 2016 inspection, and by working both in-house and in conjunction with NHS Wakefield Clinical Commissioning Group they had developed and implemented actions to rectify all areas that were recognised as requiring improvement.

As a result the practice is now rated as good for providing safe services.

Overview of safety systems and process

- The practice had put in place processes to ensure that staff were up to date with respect to their immunity and vaccination status with particular regard to measles, mumps, rubella and chickenpox. The practice had also developed a staff screening and immunisation policy and a Hepatitis B policy to underpin this approach; these had both been in place since May 2016.
- Patient Group Directions were in date and properly authorised. Update vaccination and immunisation training for nursing staff had taken place in May 2016 and further update training had been organised for the near future.
- The practice policy in relation to the administration of immunisations at the surgery had been updated in July 2016 and staff could access guidance regarding vaccinations on the practice shared computer system.
- All vaccines stored in the practice were in date and there was a system in place to ensure that effective stock control and storage conditions were maintained.