

Ashley Centre Surgery

Inspection report

Ashley Square

Epsom

Surrey

KT18 5DD

Tel: 01372 722707

www.ashleycentresurgery.co.uk

Date of inspection visit: 31 October 2018

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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



Overall summary

This practice is rated as Good overall.

Ashley Centre Surgery was previously inspected in December 2017 where the practice was rated good overall and good in effective, caring, responsive and well led services. However, we found breaches in regulation for the safe domain and this was rated as requires improvement. We carried out an announced focused inspection on 31 October 2018 to check if the areas of concern had been addressed.

The key question at this inspection is rated as:

Are services safe? – Good

We carried out an announced focused inspection at Ashley Centre Surgery on 31 October 2018. The inspection was to check that the practice was meeting the regulations and to consider whether sufficient improvements had been made from the inspection in December 2017. This report covers our findings in relation to only those requirements found within the safe domain. The full comprehensive reports for the previous inspections can be found by selecting the 'all reports' link for Ashley Centre Surgery on our website at .

Our findings were:

- The practice had effective ways to record actions taken after receiving safety alerts including MHRA alerts.
- The practice was conducting frequent checks of the general environment and monitoring the cleaning by the external company.
- The practice had ensured that a COSHH assessment has been completed for cleaning products used.

- The practice was tracking blank prescriptions forms used throughout the practice.
- The practice ensured staff had received the appropriate training required which included safeguarding vulnerable adults and children and infection control.
- The practice ensured that staff who acted as chaperones had a Disclosure and Barring Service (DBS) Check completed.

We also saw evidence that the practice had:

- Increased the number of carers. At the inspection in November 2017 the practice had 103 registered carers. At this inspection there were 170 carers registered including two young carers. There was also a new carers lead.
- The practice had contacted the CCG in relation to their clinical waste storage facilities and we saw evidence that a new company was going to be used from January 2019. The practice was in communication with the new company to ensure their previous concerns were addressed before the start of the new contract.
- We spoke with the practice in relation to their verbal and low level complaints. They told us that the complaints lead reviewed comments on NHS choices and ensured that any comments were reviewed, investigated and replied to. The practice was also in the process of renewing their website and was ensuring that patients could use the website to record any concerns or low level complaints that they had.

Professor Steve Field CBE FRCP FFPH FRCGP

Chief Inspector of General Practice

Our inspection team

Our inspection team was led by a CQC lead inspector.

Background to Ashley Centre Surgery

Ashley Centre Surgery offers primary medical services to the population of Epsom. There are approximately 9,800 registered patients. Ashley Centre Surgery is registered as a GP training practice, supporting medical students and providing training opportunities for doctors seeking to become fully qualified GPs (registrars). All four of the partners are trainers who can support registrars.

The practice is registered to provide the following regulated activities:

- Treatment of disease, disorder or injury
- Family planning services
- Maternity and midwifery services
- Surgical procedures
- Diagnostic and screening procedures

Care and treatment is delivered by four GP partners and two registrars, a part time salaried GP and a long term locum. There is a mix of male and female GPs. The practice employs a team of three practice nurses and one healthcare assistant. GPs and nurses are supported by the practice manager and a team of reception and administration staff.

The practice runs a number of clinics for its patients which includes travel, child development, immunisations, diabetic and well woman clinics.

Services are provided from:

Ashley Centre Surgery, Ashley Square, Epsom, Surrey, KT18 5DD

www.ashleycentresurgery.co.uk

The practice is part of a hub of GP practices that offer evening appointments until 9pm and weekend appointments 9am until 1pm. These appointments are not run from the practice but from separate locations in Leatherhead, Epsom and on the Downs.

During the times when the practice was closed, the practice had arrangements for patients to access care from Care UK which is an Out of Hours provider.

The practice population has a higher number of patients between 35 and 49 years of age than the national and local CCG average. There are a lower number of patients with long term health conditions. The percentage of registered patients suffering deprivation (affecting both adults and children) was significantly lower than the average for England.

Are services safe?

At our previous inspection in December 2017 , we rated the practice as requires improvement for providing safe services as the arrangements in respect of the recording of actions taken after receiving safety alerts including MHRA, monitoring blank prescriptions forms, training including safeguarding and infection control, DBS checks for staff who act as chaperones and checks of the cleaning for the general environment and COSHH assessments needed improvement.

These arrangements had improved when we undertook a follow up inspection on 31 October 2018.

Safety systems and processes

- Staff who acted as chaperones were trained for their role and had received a Disclosure and Barring Service (DBS) check. (DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.) The practice was only using nursing staff as chaperones. It had been decided to extend this to non clinical staff. Staff had completed their training, but were waiting for their DBS checks to be returned before starting the role.
- Staff had received the mandatory training required by the practice. Including safeguarding vulnerable adults and children and infection control. We reviewed the new online training matrix and staff certificates that confirmed this.
- There was an effective system to manage the cleaning of the general environment. The practice manager and external cleaning company lead monitored the standard

of cleaning on a monthly basis. A communications book was also used to ensure any concerns of the standard of cleaning or extra requirements could be quickly passed on to the cleaning team.

- We reviewed the cleaning equipment used. We noted there were risk assessments (Control of Substances Hazardous to Health) for the cleaning substances used.

Appropriate and safe use of medicines

- The practice kept prescription stationery securely and was monitoring its use. The practice was keeping clear records of prescription stationery stock received and when distributed to the different clinical rooms within the practice.

Lessons learned and improvements made

- There were adequate systems for reviewing and investigating when things went wrong. The practice learned and shared lessons; identified themes and took action to improve safety in the practice. The practice recorded all significant events and the actions taken onto a central spread sheet. These were also discussed at the GPs meetings where minutes were recorded of the discussions held.
- The practice acted on and learned from external safety events as well as patient and medicine safety alerts. The practice was keeping a record of the actions taken when safety alerts were received including Medicines and Healthcare products Regulatory Agency

(MHRA) alerts.

Please refer to the evidence tables for further information.