

Dr Susan Mathew

Quality Report

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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 service

Good



Are services safe?

Good



Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

We carried out a focused desk-based inspection of Dr Susan Mathew, also known as Kingsway Surgery on 15th August 2016 to check that improvements had been made.

At our previous inspection of 25th January 2016, the practice was rated as good overall. It was rated as good for providing effective, caring, responsive and well-led services, although it was rated as requires improvement for providing safe services. As a result of our inspection of 25th January 2016, the practice were issued with a requirement notice for improvement.

Necessary improvements have been made, and the practice is now rated as good across all domains.

Our key findings across all the areas we inspected were as follows:

- A legionella risk assessment had been carried out to check the risk of exposure to legionella at the practice;
- Patient Group Directions had been correctly signed to ensure that clinicians were authorised to administer certain medicines;
- A health and safety risk assessment had been carried out;
- The business continuity plan now contained telephone numbers for staff and other agencies.

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?

- A legionella risk assessment had been carried out to assess the risk of exposure to legionella at the practice;
- Patient Group Directions had been correctly signed to ensure that clinicians were authorised to administer certain medicines;
- A health and safety risk assessment had been carried out;
- The business continuity plan now contained telephone numbers for staff and other agencies.

Good



Dr Susan Mathew

Detailed findings

Our inspection team

Our inspection team was led by:

A lead CQC inspector.

Background to Dr Susan Mathew

Dr Susan Mathew, also known as Kingsway Surgery is situated in South Woodham Ferrers, in Chelmsford, Essex. It provides GP services to approximately 4400 patients living in South Woodham Ferrers. There is also a branch surgery located at Anson Close Surgery, 3 Anson Close, South Woodham Ferrers, Chelmsford CM3 5YJ. This surgery was not visited as part of this inspection. The practice holds a General Medical Services contract (GMS) with the NHS.

The practice population has a slightly lower number of children aged 0 to 18 years than the England average. It has a comparable number of patients aged over 65 years and fewer patients over 75 years. Economic deprivation levels affecting children and older people are much lower than average, as are unemployment levels. The life expectancies of men and women are higher than national averages.

There are a comparable number of patients on the practice's list who have long standing health conditions and fewer patients with health-related problems in daily life than the England average.

The practice is registered as an individual provider with the Care Quality Commission. The GP provider is supported by one male GP who is a long-term locum. The practice also employs one practice nurse and a nurse prescriber. The practice manager is also a nurse prescriber and holds weekly clinics in addition to her practice manager role.

Administrative support consists of a part-time practice manager and an audit clerk, as well a number of reception and administrative staff.

The main practice, Kingsway Surgery is open from 8am until 6.30pm every weekday except Thursday, when it is open until 7:30pm. The branch surgery at Anson Close is open from 08:30am until 12:30pm on a Tuesday and Wednesday.

Appointments are available with a GP or nurse from 9:00am to 11:30am in the morning and from 4:00pm to 6:30pm Monday to Friday. The practice offers later appointments with a GP or nurse on a Thursday evening, until 7:30pm.

The practice has opted out of providing 'out of hours' services which are now provided by Adastra, another healthcare provider. Patients can also contact the NHS 111 service to obtain medical advice if necessary.

Why we carried out this inspection

We inspected this service as a focused desk-based inspection to check the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service and to provide a rating for the service under the Care Act 2014.

How we carried out this inspection

After our last inspection, we asked the provider to submit to us an action plan telling us how they were going to

Detailed findings

improve services at the practice. We carried out a desk-based focused inspection on 15 August 2016 to check that necessary improvements had been made. During the course of this inspection we:

- Reviewed documents including policies, audits, patient group directions and a business continuity plan.

We revisited the following question:

- Is it safe?

Are services safe?

Our findings

Overview of safety systems and processes

At our inspection of 25 January 2016, we found that Patient Group Directions had been adopted by the practice to allow nurses to administer medicines in line with legislation. However, some of these had not been signed or in some instances, photocopied signatures had been used. The practice has since sent us evidence to confirm Patient Group Directions have been signed with original signatures.

Arrangements to deal with emergencies and major incidents

Since our last inspection, the practice have updated their business continuity plan to include telephone numbers of external agencies, staff and suppliers so that this information is immediately available in the event of an emergency.

Monitoring risks to patients

The provider has sent us evidence to confirm that a comprehensive legionella risk assessment has taken place at the practice as well as further risk assessments of the premises. At our previous inspection, we had found some risk assessments were incomplete. This was no longer the case.