

Preston Hill Surgery

Quality Report

121 Preston Hill

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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 an announced comprehensive inspection on 10 March 2016 at Preston Hill Surgery. At that inspection the practice was rated good overall. However we rated the safety of the service as requires improvement. This was because the practice could not demonstrate it had carried out all necessary recruitment checks prior to new members of staff starting work at the practice. The practice was also unable to show us evidence of the fire safety checks it carried out. The full comprehensive report of the 10 March 2016 inspection can be found by selecting the 'all reports' link for Preston Hill Surgery on our website at www.cqc.org.uk.

This inspection was a desk-based review undertaken on 2 May 2017 to check that the practice had addressed the requirements identified in our previous inspection. This report covers our findings in relation to those requirements and also outlines some additional improvements made since our previous inspection.

Overall the practice remains rated as good. Following this desk-based review, we have revised the practice's rating for safe services. The practice is rated good for providing safe services.

Our key findings were as follows:

- The practice was demonstrated that all employed staff had undergone appropriate recruitment checks before starting work at the practice.
- The practice provided evidence of weekly fire safety monitoring checks and six monthly fire drills.

The practice had made some other improvements since our previous inspection:

- The practice had significantly increased the number of patients identified as carers. The practice had now identified 191 patients who were carers (that is, 3% of the patient list). It had done this through carrying out a systematic audit of patient contacts, a programme of staff training and developing links with the local carers centre.
- The practice had set up a patient reference group since our previous inspection. The practice told us of recent actions taken in response to patient feedback which included increasing the number of sessions offered by a male GP and installing an electronic check-in system and patient display board in the waiting room.

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. The practice could demonstrate that all necessary recruitment checks were made prior to employment. The practice had also recorded regular fire safety checks as part of its fire safety programme.

Good



Preston Hill Surgery

Detailed findings

Why we carried out this inspection

We undertook a comprehensive inspection of Preston Hill Surgery on 10 March 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The overall rating for the practice was good, but we rated the practice as requires improvement for providing a safe service. The full comprehensive report on the 10 March 2016 inspection can be found by selecting the 'all reports' link for Preston Hill Surgery on our website at www.cqc.org.uk.

We undertook a desk-based review of Preston Hill Surgery on 2 May 2017. This was carried out to review in detail the actions taken by the practice to improve the safety of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

We carried out a desk-based review of Preston Hill Surgery starting on 2 May 2017. This involved reviewing evidence that:

- The practice carried out required recruitment checks prior to employment and kept a record of these.
- The practice recorded the safety checks it carried out as part of its fire safety programme.

The practice also provided us with updates on several issues which we commented on in the previous inspection report:

- Improved systems in place to identify carers and provide additional support when required.
- The activity of the practice patient reference group.
- A clinical commissioning group initiative to transfer the registration of patients living in nursing homes in the area to a dedicated on-call GP service with patients' consent. This scheme was likely to reduce the number of nursing patients on the practice list. The practice told us it was happy to continue providing primary care to any patients who preferred to remain with the practice.

Are services safe?

Our findings

At our previous inspection on 10 March 2016, we rated the practice as requires improvement for providing safe services as the practice could not demonstrate that it carried out all required recruitment checks prior to employment. It was also not able to show that it carried out regular fire safety testing as part of its fire safety programme.

The practice wrote to us shortly after the inspection with documentary evidence that all necessary recruitment checks had been completed. The practice also sent us on

request, a copy of its recruitment policy and procedure. The policy clearly outlined the recruitment process and the pre-employment checks that were required to be undertaken depending on the job role and recorded on file in the form of a checklist. Staff records were kept securely.

The practice also sent us records of the weekly testing it carried out on the practice smoke alarm system. We also asked to see the most recent recorded fire evacuation records. The practice monitored the time taken to evacuate the building and any learning points were recorded and discussed with staff.

The practice is rated as good for providing safe services.