

Orchard Street Medical Practice - White

Inspection report

Orchard Street Health Centre
Orchard Street
Ipswich
Suffolk

IP4 2PZ

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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. (Previous inspection report published 19 January 2018 - Good).

The key questions are rated as:

Are services safe? Good.

We carried out an announced comprehensive inspection at Orchard Street Medical Practice- White on 27 November 2017 as part of our regulatory functions. The practice was rated as good overall, and requires improvement for providing safe services. We carried out an announced focused inspection on 2 July 2018 to follow up on the breach of regulation identified at the 27 November 2017 inspection. At the 2 July 2018 we inspected the safe key question.

At this inspection we found:

- All staff received up-to-date safeguarding children and vulnerable adults training appropriate to their role.
- Appropriate arrangements were in place to manage infection prevention and control.
- Effective systems and processes were in place to ensure there was oversight and safe management of safety alerts within the practice.

- Information was available to support carers and staff were aware of the support services available for carers. The practice had written and implemented a carers policy, which staff were aware of.
- Information about how to make a complaint or raise concerns was easily available at the practice and this information was up-to-date.
- Annual health checks for people with a learning disability were offered by the practice. The practice currently had 73 patients on the learning disabilities register who were eligible for a health check. From April 2017 to March 2018, 58 of these patients had received a health check, 13 had declined a health check and two patients had recently registered at the practice. The practice continued to work with a learning disability nurse to support patients who had declined a health check.

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 and included a GP specialist adviser.

Background to Orchard Street Medical Practice - White

The name of the registered provider is Orchard Street Medical Practice - White. The practice address is Orchard Street Health Centre, Orchard Street, Ipswich, Suffolk, IP4 2PZ.

The practice is registered to provide diagnostic and screening procedures, family planning, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures. There are no GPs currently at the practice who undertake minor surgery.

The practice has a personal medical services (PMS) contract with the local Clinical Commissioning Group (CCG).

There are two partners at the practice, a GP (male) and the practice manager (female). There are nine salaried GPs (5 male and 4 female) and two regular locum GPs (male). The nursing team includes one nurse practitioner, three practice nurses, two health care assistants, and one family planning nurse. The practice manager and assistant manager lead a team of 13 administration and reception staff, which include an information technology coordinator, a prescribing clerk and a data input clerk. There is also a senior prescribing clerk.

There are approximately 14,500 patients registered at the practice.

The practice has an above average number of patients aged between 0 to 4 and a below average number of patients between the ages of 10 to 19. They have a significantly above average number of patients aged between 20 and 44 and a significantly below average number of patients aged 45 and over. Income deprivation affecting children is 21%, which is comparable to the England rate of 20% and above the CCG rate of 14%. Income deprivation affecting older people is 20%, which is above the England rate of 16% and CCG rate of 12%.

The practice has a significant number of patients for whom English is not a first language. It also has a transient population. For example, the practice registered 1384 new patients between 1 May 2017 and 1 May 2018, however their list size increased by fifteen patients, showing a significant movement of patients.

Male and female life expectancy in this area is in line with the England average at 80 years for men and 83 years for women.

Are services safe?

At our previous inspection on 27 November 2017, we rated the practice as requires improvement for providing safe services as the arrangements for infection control, safeguarding and the oversight of safety alerts were not adequate.

These arrangements had significantly improved when we undertook a follow up inspection on 2 July 2018. The practice is now rated as good for providing safe services.

Safety systems and processes

The practice had systems to keep people safe and safeguarded from abuse.

- All staff had received safeguarding training appropriate to their role. The practice had worked to develop their training matrix. Training certificates were linked to the training matrix and continuing professional development hours were recorded. Systems were in place to monitor when staff training was due and three

months before this date, the practice manager was informed to ensure attendance. Where attendance had not been possible, for example due to staff sickness, the reason for this was documented and a future training date booked.

- There was an effective system to manage infection prevention and control.

Risks to patients

- Appropriate arrangements and monitoring were in place for staff to complete basic life support training.

Track record on safety and lessons learned and improvements made

- The practice acted on and learned from external safety events as well as patient and medicine safety alerts.

Please refer to the Evidence Tables for further information.