

Eastham Group Practice - KJ Bush

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 an announced comprehensive inspection at Eastham Group Practice - KJ Bush on 26 July 2016. The overall rating for the practice was good; however the practice was rated as requiring improvement for providing safe services. The full comprehensive report on the July 2016 inspection can be found by selecting the 'all reports' link for Eastham Group Practice - KJ Bush on our website at www.cqc.org.uk.

This inspection was an announced focused follow up inspection carried out on 25 April 2017. This was to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 26 July 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- Temperature sensitive medicines were stored and maintained safely and within the required range of temperature in medical fridges. Storage temperatures were monitored in order to identify any variations from the required range.
- Sterile equipment was appropriate and checks were maintained on the equipment to ensure they were sterile and within expiry dates for sterility.
- Prescription pads were stored securely.
- Improvements had been made to the minor ops room and cleaning schedules included specific instructions for the cleaning of this area.

In addition the practice had made the following improvements:

- The audit programme had been reviewed and now included six monthly infection control audits and audits of minor surgical procedures including infection rates.

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 had addressed the issues identified during the previous inspection.

Medicines, including temperature sensitive medicines, were stored safely and securely. Fridge temperatures were monitored and maintained within required limits, where temperatures fell outside of the range, correct procedures were followed to minimise the risk of ineffective/damaged medicines. Prescription pads were stored securely and their use monitored.

The minor ops room was fit for purpose had suitable cleaning schedules and processes were in place to ensure sterile equipment was not used once it had passed its expiry date for sterility.

In addition the audit programme included frequent (six monthly) infection control audits and audits of the minor ops undertaken and infection rates.

Good



Summary of findings

The six population groups and what we found

We always inspect the quality of care for these six population groups.

Older people

The provider had resolved the concerns for safety identified at our inspection on 26 July 2016 which applied to everyone using this practice, including this population group.

Good



People with long term conditions

The provider had resolved the concerns for safety identified at our inspection on 26 July 2016 which applied to everyone using this practice, including this population group.

Good



Families, children and young people

The provider had resolved the concerns for safety identified at our inspection on 26 July 2016 which applied to everyone using this practice, including this population group.

Good



Working age people (including those recently retired and students)

The provider had resolved the concerns for safety identified at our inspection on 26 July 2016 which applied to everyone using this practice, including this population group.

Good



People whose circumstances may make them vulnerable

The provider had resolved the concerns for safety identified at our inspection on 26 July 2016 which applied to everyone using this practice, including this population group.

Good



People experiencing poor mental health (including people with dementia)

The provider had resolved the concerns for safety identified at our inspection on 26 July 2016 which applied to everyone using this practice, including this population group.

Good



Eastham Group Practice - KJ Bush

Detailed findings

Our inspection team

Our inspection team was led by:

a CQC inspector

Background to Eastham Group Practice - KJ Bush

Eastham Group Practice - KJ Bush is registered with the Care Quality Commission to provide primary care services. The practice provides GP services for approximately 11700 patients living in Wirral and is situated in a purpose built medical centre. The practice has seven female GPs, three male GPs, an advanced nurse practitioner, three practice nurses, three healthcare assistants, one in-house phlebotomist, administration and reception staff (including medicine management staff) and a practice management team. It is a GP training practice and frequently has GP trainees working at the practice. Eastham Group Practice - KJ Bush holds a Personal Medical Services (PMS) contract with NHS England.

The practice is open Mondays 8am – 8.30pm, Tuesday–Friday 8am – 6.30pm and Saturday mornings (8.30am – 12.30pm). Monday evenings and Saturday mornings are for pre booked appointments only. Patients can book appointments in person, via the telephone or online. The practice provides telephone consultations, pre-bookable consultations, urgent consultations and home visits. The practice treats patients of all ages and provides a range of primary medical services.

The practice is part of Wirral Clinical Commissioning Group (CCG) and is situated in a more affluent area. The practice population is made up of around national average population groups with 20% of the population under 18 years old and 22% of the population aged over 65 years old. Seventy two percent of the patient population has a long standing health condition and there is slightly lower than the national and CCG average number of unemployed patients. Life expectancy for both males (81years) and females (85years) is higher than the national average (79years for males and 83years for females).

The practice does not provide out of hours services. When the surgery is closed patients are directed to the GP out of hours service provider (NHS 111). Information regarding out of hours services was displayed on the website and in the practice information leaflet.

Why we carried out this inspection

We undertook a comprehensive inspection of Eastham Group Practice - KJ Bush on 26 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated overall as good, however was found to require improvement for the key question safety. The full comprehensive report following the inspection on July 2016 can be found by selecting the 'all reports' link for Eastham Group Practice - KJ Bush on our website at www.cqc.org.uk.

Detailed findings

We undertook a follow up focused inspection of Eastham Group Practice - KJ Bush on 25 April 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

How we carried out this inspection

The inspector :-

Carried out a site visit and

- Spoke with the practice manager, registered manager and other staff
- Reviewed documents, policies and procedures
- Observed storage and clinical areas of the practice.

Are services safe?

Our findings

At our previous inspection on 26 July 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of safe management of prescriptions and medicines were not adequate. The minor ops room and some of the sterile equipment were not fit for purpose.

These arrangements had improved when we undertook a follow up inspection on 25 April 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and process

The arrangements for managing vaccinations and other temperature sensitive medicines in the practice were now safe. Staff had been retrained in the procedures for ensuring safe storage of temperature sensitive medicines. Medicine fridge temperatures were monitored and recorded. Any readings outside of the minimum and maximum temperatures were acted upon and safe protocols were in operation to ensure the efficacy of the medicines stored within the fridges.

Improvements had been made to the safe storage of computer prescription forms. We found that they were all now stored securely and procedures implemented to ensure this happened.

Improvements had been made to the arrangements for undertaking minor surgical procedures. The clean and dirty utility rooms were identified and hand wash basins were labelled for specific hand wash use only. We checked sterile instruments and found that they were all within their expiry dates. A system was in place to ensure sterile instruments were rotated and checked to ensure they were not used outside of their expiry date. The cleaning schedule included specific cleaning for the minor ops room.

In addition we found that further improvements had been made;

Infection control audits were now undertaken six monthly with any resulting actions evident. Audits of minor surgical procedures were undertaken annually to monitor infection and complication rates.