

Church View Surgery

Quality Report

Denaby Springwell Centre
Doncaster
DN12 4AB
Tel: 01709 863302
Website: under construction

Date of inspection visit: 23 October 2017
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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 effective?

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 Church View Surgery on 13 June 2017. The overall rating for the practice was good with requires improvement for being effective. The full comprehensive report from the June 2017 inspection can be found by selecting the 'all reports' link for Church View Surgery on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 23 October 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulation that we identified in our previous inspection on 13 June 2017. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is rated as good.

Our key findings were as follows:

- The minor surgery protocol had been reviewed and updated to reflect NHS England Service Specification for Minor Surgery Direct Enhanced Services guidance.
- An audit had been undertaken to review all minor surgery procedures and we saw four skin samples were sent for histology and the results followed up by practice staff.
- The locum staff pack had been updated to include the practice chaperone procedure. Chaperones were routinely offered to patients.
- Staff had access to online fire safety training modules and in addition completed weekly fire safety checks with the fire marshals.

Following our June 2017 inspection we recommended the provider should review relevant policies and procedures during incident investigation processes. During this inspection we reviewed a recent significant event and the relevant procedure had been reviewed and updated and shared with all practice staff.

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 effective?

The practice is rated as good for providing effective services.

- The minor surgery protocol had been reviewed and updated to reflect NHS England Service Specification for Minor Surgery Direct Enhanced Services guidance.
- An audit had been undertaken to review all minor surgery procedures and we saw four skin samples were sent for histology and the results followed up by practice staff.
- The locum staff pack had been updated to include the practice chaperone procedure. Chaperones were routinely offered to patients.
- Staff had access to online fire safety training modules and in addition completed weekly fire safety checks with the fire marshals.

Good



Church View Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector.

Background to Church View Surgery

Church View Surgery is located in Denaby Main, Doncaster, DN12 4AB. The community library also occupy the building along with health visitors and the school nursing team. It has accessible facilities and there is a car park at the back of the building.

The practice provides services for 4,128 patients under the terms of the NHS Personal Medical Services contract. The practice catchment area is classed as within the group of the most deprived areas in England. The age profile of the practice population is similar to other GP practices in the area. Of those patients registered at the practice, 63.3% have a long-standing health condition while the national average is 58%.

The practice has a female GP, a salaried female GP and one female regular locum GP. They are supported by an advanced nurse practitioner, an emergency care practitioner, two practice nurses, a healthcare assistant and phlebotomist, a practice manager and assistant practice manager and a team of administration and reception staff. The practice is open from 8.00am to 6.30pm Monday to Friday. Extended hours are available on Tuesday evenings until 7.30pm.

When the practice is closed calls are answered by the out-of-hours service which is accessed via the surgery telephone number or by calling the NHS 111 service.

Under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, Dr Karen Wagstaff is registered to provide treatment of disease, disorder or injury, surgical procedures, diagnostic and screen procedures and maternity and midwifery services. At the time of this report there is currently an application in progress to add family planning to the regulated activities.

Why we carried out this inspection

We undertook a comprehensive inspection of Church View Surgery on 13 June 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good with requires improvement for being effective. The full comprehensive report following the inspection from June 2017 can be found by selecting the 'all reports' link for Church View Surgery on our website at www.cqc.org.uk.

We undertook an announced focused inspection of Church View Surgery on 23 October 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

We carried out a focused inspection of Church View Surgery on 23 October 2017.

During our visit we:

- Spoke with the practice manager.
- Reviewed evidence that related policies and procedures had been updated.

Detailed findings

- Looked at information the practice used to deliver care and treatment plans.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services effective?

(for example, treatment is effective)

Our findings

At our previous inspection on 13 June 2017, we rated the practice as requires improvement for providing effective services as the arrangements for sending skin/tissue for histological examination required improvement.

These arrangements had significantly improved when we undertook a follow up inspection on 23 October 2017. The practice is now rated as good for providing effective services.

Management, monitoring and improving outcomes for people

Since our June 2017 inspection the provider had reviewed the records of the nine patients who previously has skin samples removed to determine if follow up was required. All patients had been reviewed since the samples were removed.

In addition, the minor surgery protocol had been reviewed and updated to reflect NHS England Service Specification for Minor Surgery Direct Enhanced Services guidance. The practice procedure stated reasons for not sending a specimen for histology should be documented in the patient's record. An audit had been undertaken to review all minor surgery procedures and we saw four skin samples were sent for histology and the results followed up by practice staff.

Effective staffing

The locum pack had been updated to include the practice chaperone procedure. The practice manager told us chaperones were routinely offered to patients by male locum GP's, the male advanced nurse practitioner and the male emergency care practitioner.

Staff had access to online fire safety training modules and in addition completed weekly fire safety checks with the fire marshals.