

St Mary's Island Surgery

Inspection report

Edgeway

St. Marys Island

Chatham

ME4 3EP

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<https://www.stmarysislandsurgery.co.uk/>

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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.

Overall summary

We carried out an announced focussed inspection at St Mary's Island Surgery on 10 July 2020. Prior to the inspection, we requested assurance from the service to demonstrate their compliance with the Warning Notice and Requirement Notices issued after the last inspection in January 2020. The Commission was unable to assure itself that the service had made the necessary improvements leading to a site inspection conducted on 10 July 2020.

The service ratings remain unchanged since their last comprehensive inspection conducted on 14, 15, 17, 20 and 21 January 2020. Whereby, the service was found to be inadequate and placed into special measures. The full comprehensive report on the January 2020 inspection can be found by selecting the 'all reports' link for St Mary's Island Surgery on our website at .

During the inspection of 10 July 2020, we found the provider had made improvements in the following areas;

- The practice was able to demonstrate that clinical staff had been appropriately immunised.
- Records showed fire extinguishers at the Pentagon branch surgery had been checked on 12 February 2020.
- There was a redecoration project plan in place.
- Records showed that medicines that required refrigeration were now being stored in line with Public Health England guidance.
- The practice had made improvements to the management of patients who had been diagnosed with cancer within the preceding 15 months.

We found that provider had not made sufficient improvement in providing well-led services regarding:

- We found inconsistent identification, recording and poor management of safeguarding.
- Risk assessments had been conducted for staff appointed prior to having reference checks. However, these had been completed after the time period specified in the Warning Notice.
- The practice had not appropriately assessed the suitability of one staff member who had a conviction recorded on their DBS certificate.
- Fire procedures at Pentagon branch surgery were found to be ineffective. There was no record of learning or changes made to mitigate the risk to staff or patients.

- The practice did not provide evidence to show an infection prevention control audit had been conducted of St Marys Island Surgery.
- We reviewed a selection of staff rotas and found overall clinical cover was less than at our previous inspection in January 2020.
- The practice had failed to follow the GOLD international COPD guidelines.
- We found inconsistent management of medicines prescribing contrary to Public Health England guidance, patients had not received follow up blood tests, medication reviews and/or a reduction in the medication when failing to engage with the service in the safe monitoring of their care.
- We found clinical performance had declined for child immunisations and some cancer indicators.
- Staff members including clinical staff had not been appraised within the time period stipulated in the Warning Notice and contrary to NMC guidance.

Consequently, we found the provider had failed to comply with the enforcement notice issued on 13 February 2020 and requiring them to be compliant by 13 May 2020.

We took urgent enforcement action and removed the location from the provider's registration. On 15 July 2020 the provider stopped providing regulated activities from St Mary's Island Surgery and its four branch surgeries. We took this action as we believe that a person will or may be exposed to the risk of harm if we did not do so.

We are mindful of the impact of COVID-19 pandemic on our regulatory function. This meant we took account of the exceptional circumstances arising as a result of the COVID-19 pandemic when considering what enforcement action was necessary and proportionate to keep people safe as a result of this inspection. We will continue to discharge our regulatory enforcement functions required to keep people safe and to hold providers to account where it is necessary for us to do so.

Dr Rosie Benneyworth MB BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Please refer to the detailed report and the evidence tables for further information.

Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser and a CQC Inspection Manager.

Background to St Mary's Island Surgery

The registered provider is DMC Healthcare Limited which is a primary care at scale organisation delivering care over a number of registered locations in England.

St Mary's Island Surgery is located at Edgeway, St Mary's Island, Chatham, Kent, ME4 3EP and has branch surgeries;

- DMC Pentagon Surgery, Boots, 30-34 Military Road, Chatham, Kent, ME4 4BB.
- DMC Sunlight Surgery, Sunlight Centre, Gillingham, Kent, ME7 1LX.
- DMC Balmoral Gardens, Green Suite, Balmoral Gardens, Gillingham, Kent, ME7 4PN.
- DMC Twydall Green, Twydall Clinic, Gillingham, Kent, ME8 6JY.

The practice holds an alternative provider medical services contract with NHS England for delivering primary care services to the local community. The practice website is www.stmarysislandsurgery.co.uk.

As part of our inspection we visited St Mary's Island Surgery, where the provider delivers registered activities. St Mary's Island Surgery has a registered patient population of approximately 28,500 patients. There are arrangements with other providers (MedOCC) to deliver services to patients outside of the practice's working hours.

St Mary's Island Surgery is registered with the Care Quality Commission to deliver the following regulated activities: diagnostic and screening procedures; family planning; maternity and midwifery services; surgical procedures; treatment of disease, disorder or injury.

This section is primarily information for the provider

Enforcement actions

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these. We took enforcement action because the quality of healthcare required significant improvement.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 17 HSCA (RA) Regulations 2014 Good governance
Family planning services	We found inconsistent identification and management of safeguarding.
Maternity and midwifery services	Clinical audits identifying poor clinical performance lead to only minor improvements on the second audit cycle.
Surgical procedures	We found the practice failed to meet World Health Organisation (WHO) targets for child immunisations and some cancer indicators for the period of the 1 April 2018 to 31 March 2019.
Treatment of disease, disorder or injury	We found the practice had failed to deploy sufficient numbers of suitably qualified, competent, skilled and experienced persons in order to meet the needs of patients and prevent them being exposed to the risk of harm. Overall clinical cover was lower than at our previous inspection in January 2020.
	We found risk assessments for staff who had employed without evidence of references from previous employers had been completed after the stipulated date in the enforcement notice.
	We found a risk assessment for a member of staff with convictions recorded on their DBS certificate contained insufficient details and was incomplete.
	Where risks had been discussed in clinical management meetings there were no plans detailed for ongoing monitoring or action to prevent a similar situation being repeated.

Regulated activity	Regulation
Diagnostic and screening procedures	Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment
Family planning services	
Maternity and midwifery services	

This section is primarily information for the provider

Enforcement actions

Surgical procedures

Treatment of disease, disorder or injury

We found patients receiving high risk medicines or those required for the management of long-term health conditions were not appropriately monitored.

We found some staff had not received training in basic life support, infection prevention control and chaperoning to undertake their duties safely.

We found no infection prevention and control audit had been conducted for St Mary's Island Surgery.