

Dr. P F Tynan and partners, known locally as King St Surgery and Lancaster University Medical Practice

Quality Report

King St Surgery and Lancaster University Medical
Practice
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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	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Summary of findings

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Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desktop review of evidence supplied by Dr. P F Tynan and partners for the one area of Staffing & Recruitment within the key question Safe.

Overall, the practice is rated as good. Following this focus desktop review of the practice, we found the practice to be good for providing safe services.

Dr. P F Tynan and partners, known locally as King St Surgery and Lancaster University Medical Practice was inspected on the 23rd October 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the GP practice was rated 'good' overall. However, for the key question Safe, recruitment procedures were identified as 'requires improvement' as the practice was not meeting the legislation in place at that time, (Regulation 21 Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers).

At the inspection in October 2014, we found the practice did not have records to confirm all clinical staff had a Disclosure and Criminal Barring (DBS) check in place and information was not available to assure the practice that

all clinical staff were registered appropriately to undertake their role. In addition, evidence was not available to show that the GP Safeguarding lead for the practice had received level 3 training as required.

This report is a review of the evidence supplied by the practice to demonstrate how they are now meeting the requirements of the Health & Social Care Act 2008 (HSCA2008). Following the last inspection, the GP practice supplied an action plan with timescales telling us how they would ensure they met regulation 21 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 (HSCA 2008).

The practice has submitted to CQC, a range of documents that demonstrate they are meeting the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and the new legislation that has superseded this, (Regulation 19 The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed). Evidence supplied included records that showed all staff had had a DBS check undertaken, that checks on the registration, and revalidation status of all clinical staff had been completed and a safeguarding training matrix showed that all GPs have received level 3 safeguarding training.

Summary of findings

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 implemented systems to ensure the registration status of clinical staff were monitored appropriately, that staff have disclosure and barring service (DBS) checks in place and all GPs are trained to level 3 in safeguarding children.

A copy of the full inspection report following the inspection in October 2014 is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services effective?

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services caring?

The practice is rated as good for providing caring services.

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services responsive to people's needs?

The practice is rated as good for providing responsive services.

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing well led services.

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

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 practice is rated as good for the care of older people

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for the population group of people with long term conditions

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for the population group of families, children and young people.

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as outstanding for the population group of the working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Outstanding



People whose circumstances may make them vulnerable

The practice is rated as good for the population group of people whose circumstances may make them vulnerable.

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

People experiencing poor mental health (including people with dementia)

The practice is rated as good for the population group of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection in 23rd October 2014. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Summary of findings

What people who use the service say

As part of this focused desk top review we did not speak to any people who use the service.

A comprehensive inspection was undertaken 23rd October 2014.

A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Dr. P F Tynan and partners, known locally as King St Surgery and Lancaster University Medical Practice

Detailed findings

Background to Dr. P F Tynan and partners, known locally as King St Surgery and Lancaster University Medical Practice

Kings Street Surgery is based in the centre of Lancaster. The practice has a second site based within the university grounds. The practice is managed by nine partners and a management team including dedicated management at both practice sites. The clinical team include the partners, two salaried GPs, three nurse practitioners and the support of a health care worker. Of the 11 GPs at the practice five are female. The management team are supported by deputies, a finance manager and a team of secretarial, administration and reception staff.

The King Street site is open Monday to Friday from 8am to 6.30pm. The university site includes extended hours on a Monday evening until 9pm and from 8am to 12pm on a Saturday morning. Treatment advice outside of this time is available from the website and from the national '111'

number. Access to appointments is available out of hours from Bay Urgent Care. The practice supports the North Lancashire Clinical Commissioning Group (CCG) out of hours provision outside of working hours.

The practice serves Lancaster City and surrounding areas and Lancaster University with a patient list at the time of the inspection of 20346. The patient population comprises of less than the England average of patients aged 40 years and over and greater than the England average for patient aged 45 years and under. The practice population has nearly 40% of patients in the 20-24 age range. The practice population area is within the third least deprived population group and includes patients mostly from higher socio/economic backgrounds. The area has a low ethnic minority population but this practice was higher than the local average due to international students at the university. Less than 10% of the practice population were unemployed and just over 30% had a long standing health condition.

The practice has a General Medical Services (GMS) contract, this is the contract between general practices and NHS England for delivering primary care services to local communities.

Detailed findings

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 23 October 2014. At that inspection we identified areas that the provider needed to improve.

This inspection was a planned focused desk top review to check whether the provider had taken the required action and was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now superseded by the current legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

How we carried out this inspection

At the last inspection, we found that staffing and recruitment practices required improvement. Following the inspection, the practice supplied an action plan with timescales telling us how they would ensure they met regulation 21 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 (HSCA 2008) and the subsequent legislation.

In line with their agreed timescale, the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation staffing and recruitment.

We reviewed this information and made an assessment of this against the regulations.

Are services safe?

Our findings

Please note this is a focused desk top review of Staffing and Recruitment only within this key question of Safe. Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Staffing & Recruitment

Dr. P F Tynan and partners was inspected on the 23rd October 2014. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection the GP practice was rated requires improvement for the key question safe. Staffing and recruitment procedures undertaken by the practice were not meeting the legislation in place at that time, (Regulation 21 Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 Requirements relating to workers).

At the inspection in October 2014, we found the practice did not have records to confirm all clinical staff had a Disclosure and Criminal Barring (DBS) check in place and information was not available to assure the practice that all

clinical staff were registered appropriately to undertake their role. In addition, evidence was not available to show that the GP Safeguarding lead for the practice had received level 3 training as required.

Following the inspection the practice supplied an action plan with timescales telling us how they would ensure they met regulation 21 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 (HSCA 2008).

In line with their agreed timescale the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to staffing and recruitment. Evidence supplied included records that showed all staff had had a DBS check undertaken, that checks on the registration and revalidation status of all clinical staff had been completed and a safeguarding training matrix showed that all GPs have received level 3 safeguarding training.

The information supplied demonstrated that the practice was meeting the requirements of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010 and the new legislation that has superseded this (Regulation 19 The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed).

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of Staffing and Recruitment only within the key question of Safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Our findings

Please note this is a focused desk top review of Staffing and Recruitment only within the key question of Safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services responsive to people's needs?

(for example, to feedback?)

Our findings

Please note this is a focused desk top review of Staffing and Recruitment only within the key question of Safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>

Are services well-led?

Good 

(for example, are they well-managed and do senior leaders listen, learn and take appropriate action)

Our findings

Please note this is a focused desk top review of Staffing and Recruitment only within the key question of Safe. We did not review this key question.

Please refer to the comprehensive inspection report for this service that is available on our website at the following web site <http://www.cqc.org.uk/search/services/doctors-gps>