

North Shore Surgery

Quality Report

Moor Park Health and Leisure Centre
Bristol Avenue, Bispham
Blackpool
Lancashire
FY2 0JG

Tel: 01253 957666

Website: www.northshoresurgery.org.uk

Date of inspection visit: 14 January 2016

Date of publication: 10/03/2016

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

Contents

Summary of this inspection

| | Page |
|---|------|
| Overall summary | 2 |
| The five questions we ask and what we found | 3 |
| The six population groups and what we found | 4 |
| What people who use the service say | 6 |

Detailed findings from this inspection

| | |
|------------------------------------|---|
| Our inspection team | 7 |
| Background to North Shore Surgery | 7 |
| Why we carried out this inspection | 7 |
| How we carried out this inspection | 7 |
| Detailed findings | 9 |

Overall summary

Letter from the Chief Inspector of General Practice

This is a focused desk based review of evidence supplied by North Shore Surgery to demonstrate what action they have taken to improve the service in the key question of Safe.

Overall, the practice is rated as good. Following this focused desk based review of the practice; we found the practice to be good in relation to providing Safe services.

North Shore Surgery was inspected on the 23 July 2015. The inspection was a comprehensive inspection under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. At that inspection, the GP practice was rated 'good' overall. However, we found the practice to require improvement for the domain or key question Safe. This was specifically in relation to recruitment procedures and the checks carried out to ensure the suitability of staff for their roles. This was because the practice was not meeting the requirements of Regulation 19 Health & Social Care Act 2008 (Regulated Activities) Regulations 2014 Fit and proper persons employed.

We found there were significant gaps in the recruitment records of new staff. The practice did not maintain appropriate records to demonstrate that all newly recruited staff including some clinical staff had been appropriately vetted to ensure they were suitable and safe to work with potentially vulnerable adults and children.

The practice submitted an action plan with timescales detailing how they would ensure they met the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014. They supplied us with evidence to confirm that all staff employed at the practice had been appropriately vetted, that disclosure and barring checks (DBS) were available for all staff, including locum GPs and the practice's recruitment policy had been updated. In addition they supplied a copy of their updated recruitment policy.

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 that all staff recruited and employed by the practice had been subject to thorough pre-employment procedures as required by Regulation 19 (1), (2), (3) Schedule 3, Fit and proper persons employed (HSCA 2008 Regulated Activities 2014).

Good



Are services effective?

The practice is rated as good for providing effective services.
This rating was given following the comprehensive inspection on 23 July 2015. 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 effective services.
This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website at: <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 effective services.
This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website at: <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Are services well-led?

The practice is rated as good for providing effective services.
This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website at: <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 providing effective services.

This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website at: <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People with long term conditions

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website at: <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Families, children and young people

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website at: <http://www.cqc.org.uk/search/services/doctors-gps>

Good



Working age people (including those recently retired and students)

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website at: <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People whose circumstances may make them vulnerable

The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website at: <http://www.cqc.org.uk/search/services/doctors-gps>

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for providing effective services.

Good



Summary of findings

This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website at: <http://www.cqc.org.uk/search/services/doctors-gps>

Summary of findings

What people who use the service say

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

This rating was given following the comprehensive inspection on 23 July 2015. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

North Shore Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC inspector reviewed and analysed the documentation submitted to us by the practice.

Background to North Shore Surgery

North Shore Surgery is located in Blackpool and is part of the Blackpool Clinical Commissioning Group (CCG).

Services are provided under a general medical service (GMS) contract with NHS England. According to data supplied by the practice, there are 11700 registered patients.

Information published by Public Health England rates the level of deprivation within the practice population group as four on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest. Male and female life expectancy in the practice geographical area reflects the England average of 79 years for males and 83 years for female.

The practice offers extended opening hours from 8am to 8pm Monday and Wednesdays and 8am to 6.30pm on Tuesday, Thursdays and Fridays. Patients requiring a GP outside of normal working hours are advised to contact the out of hour's service provided by Fylde Coast Medical Services (FCMS).

The practice has five GP partners, four male and one female. There is also one female salaried GP working at the practice. The practice employs a business manager, six female practice nurses including one clinical manager and one nurse prescriber, two male pharmacists, three female

health care assistants, two prescription clerks, a non-clinical manager, a reception supervisor, an administration supervisor, and reception and administration staff. The practice is a teaching practice for undergraduate student doctors and nurses and is a training practice for FY2 doctors. (A FY2 is a medical practitioner undertaking a two-year, general postgraduate general practice training programme).

The practice provides online patient access that allows patients to book appointments, order prescriptions, check test results and manage their clinical records.

The practice is housed in a purpose built modern building that is accessible to people with disabilities. The building provides a range of other community services such as podiatry, physiotherapy, pharmacy and includes a swimming pool and gym.

Why we carried out this inspection

At the inspection carried out on 23 July 2015, we found that staffing and recruitment practices required improvement. Following the inspection, the practice provided an action plan with timescales detailing how they would ensure they met regulation 19 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.

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

Detailed findings

How we carried out this inspection

We carried out a desk based review on 14 January 2016. We did not visit North Shore Surgery because the documentary

evidence they provided demonstrated that they were working in accordance with regulation 19 of the Health & Social Care Act 2008 (Regulated Activities) Regulations 2014.

In line with their agreed timescale, the practice supplied 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

Staffing and recruitment

Please note this is a focused desk based review of recruitment practices 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>

At the comprehensive inspection on 23 July 2015, we found the practice was not meeting the requirements of Regulation 19 HSCA (RA) Regulations 2014 Fit and proper persons employed.

This was because they did not have all the information required to confirm that all staff had been appropriately vetted to ensure they were suitable and safe to work with children and adults who may be vulnerable.

For our desk based review, the practice sent us evidence which included an action plan with timescales and a revised recruitment policy. This evidence demonstrated that the necessary checks had been undertaken to demonstrate all staff employed at the practice had been appropriately vetted and that disclosure and barring service checks (DBS) were in place for all staff.

The information supplied by the practice manager demonstrated that the practice had taken appropriate action to ensure they were meeting the requirements of Regulation 19 of 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 Recruitment practices 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 Recruitment practices 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 Recruitment practices 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 Recruitment practices 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>