

Arnold Medical Centre

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	
Are services effective?		Good	
Are services caring?		Outstanding	
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 desk top review of evidence supplied by Arnold Medical Centre for one area within the key question safe.

We found the practice to be good in providing safe services. Overall, the practice is rated as good.

The practice was previously inspected on 13 May 2016. The inspection was a comprehensive inspection under the Health and Social Care Act 2008. At that inspection, the practice was rated good overall. However, within the

key question safe, safe care and treatment was identified as requires improvement, as the practice was not meeting the legislation at that time; Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.

The practice has submitted to CQC, a range of documents which demonstrate they are now meeting the requirements of Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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?

Good



The practice is rated as good for providing safe services.

In line with agreed timescales the practice supplied a range of documentary evidence to demonstrate how they had improved their practices in relation to the overview of safety systems and procedures and monitoring risks to patients since the last inspection.

Evidence submitted included the action taken to ensure refrigerators used to store vaccines were maintained at the recommended temperatures. We saw evidence to demonstrate that patients were advised of possible risks and invited to attend the practice for further vaccination.

The practice manager supplied photographic evidence to show that the practice had purchased a new refrigerator for the storage of vaccines and new digital temperature recorders for use in both the vaccine refrigerators. We saw a copy of the existing refrigerator service record dated 15 June 2016 which confirmed that it had passed all service checks including both physical checks and also checks of processes and procedures in place.

Evidence supplied included new practice protocols and procedures for the storage of vaccines, the checking of these medications and the refrigerator temperatures. We saw copies of records showing that refrigerator temperatures had been recorded in a timely way and that they were within recommended limits since our inspection.

We also saw copies of certificates confirming that both practice nurses had attended vaccination and travel updates.

Are services effective?

Good



The practice is rated as good for providing effective services.

This rating was given following the comprehensive inspection 13 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Are services caring?

Outstanding



The practice is rated as outstanding for providing caring services.

This rating was given following the comprehensive inspection 13 May 2016. A copy of the full report following this inspection is available on our website <http://www.cqc.org.uk/search/services/doctors-gps>

Summary of findings

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 13 May 2016. 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 being well-led.

This rating was given following the comprehensive inspection 13 May 2016. 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 13 May 2016. 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 care of people with long-term conditions.

This rating was given following the comprehensive inspection 13 May 2016. 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 care of families, children and young people.

This rating was given following the comprehensive inspection 13 May 2016. 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 good for the care of working-age people (including those recently retired and students).

This rating was given following the comprehensive inspection 13 May 2016. 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 whose circumstances may make them vulnerable

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

This rating was given following the comprehensive inspection 13 May 2016. 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 care of people experiencing poor mental health (including people with dementia).

This rating was given following the comprehensive inspection 13 May 2016. 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 13 May 2016.

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

Arnold Medical Centre

Detailed findings

Our inspection team

Our inspection team was led by:

A CQC Inspector reviewed and analysed the documentary evidence submitted.

Background to Arnold Medical Centre

Arnold Medical Centre is situated in the South Shore area of Blackpool. It is housed in a large detached property with car parking to the rear. The practice provides services to 4486 patients.

The practice is part of the NHS Blackpool Clinical Commissioning Group (CCG) and services are provided under a Personal Medical Services Contract (PMS). There are two GP partners (one male and one female) and one female salaried GP. The practice also employs a pharmacist and a practice nurse. An additional practice nurse has been recruited to start in June 2016. Non-clinical staff consisting of a practice manager and five administrative and reception staff support the practice. The practice is a training practice for medical students.

The practice is open between 8am and 6.30pm on Monday to Friday and offers extended opening hours on a Monday until 8.45pm. When the practice is closed, patients are able to access out of hours services offered locally by the provider Fylde Coast Medical Services by telephoning 111.

The practice has a larger proportion of patients aged between 45 and 55 years of age compared to the national

average and fewer patients aged between 25 and 40 years of age. There are also more patients aged over 65 on the practice list (21%) than the CCG average of 20% and the national average of 17%.

Information published by Public Health England rates the level of deprivation within the practice population group as two on a scale of one to ten. Level one represents the highest levels of deprivation and level ten the lowest.

The practice caters for a lower proportion of patients experiencing a long-standing health condition (48% compared to the local average of 63% and national average of 54%). The proportion of patients who are in paid work or full time education is higher (54%) than the CCG average of 52% and lower than the national average of 62% and unemployed figures are lower, 3% compared to the CCG average of 7% and the national average of 5%.

The practice provides level access to the building and is adapted to assist people with mobility problems. The building is on two floors, with the majority of the consulting rooms being on the ground floor. Patients can access the consulting rooms on the first floor by using the stairs and there is a stair lift for those patients who need it.

Why we carried out this inspection

We inspected this service as part of our new comprehensive inspection programme on 13 May 2016. At this inspection, within the key question safe, safe care and treatment was identified as 'requires improvement', as the practice was not meeting the legislation at that time; Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment.

This inspection was a planned focused desk top review to check whether the provider had taken the required action

Detailed findings

and was now meeting the legal requirements and regulations associated with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010, now amended 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

Following the inspection on 13 May 2016 the practice supplied an action plan with timescales telling us how they would ensure they met Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

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 safe care and treatment.

A CQC inspector reviewed and analysed the documentary evidence submitted and made an assessment of this against the regulations.

Are services safe?

Our findings

Overview of safety systems and processes

In line with agreed timescales the practice supplied a range of documentary evidence that demonstrated how they had improved their practices in relation to the overview of safety systems and procedures and monitoring risks to patients since the last inspection.

We saw evidence that showed that the practice had contacted public health England regarding refrigerator temperatures for one refrigerator that had fallen below the recommended level. We saw that the practice had followed the recommended process for dealing with this breach of safe vaccine storage. We saw that they had contacted the relevant organisations for advice and had destroyed vaccines that may have been compromised and contacted patients already vaccinated. We saw copies of letters sent to patients asking them to attend the practice for further vaccination.

The practice put new policies and procedures in place to prevent future risks to patients in the storage of vaccines

and trained all staff in their use. We saw documentary evidence to support this. They also arranged update training for the existing and new practice nurse in the management of vaccines and we saw copies of certificates to confirm this.

Following further monitoring of the faulty refrigerator, the practice stopped using it and purchased a new one. The practice also purchased two new digital temperature recorders for use in both of the refrigerators. We saw photographs of the refrigerators and temperature recorders and also photographs of the new protocol notices and temperature monitoring sheets on the outside of the refrigerators. We also saw copies of completed sheets since our inspection and graphs of temperatures recorded by the digital recorders. These showed that all checks had been completed in a timely way and that temperatures were within recommended levels.

The practice arranged a full service for the older refrigerator with an external company. We saw a copy of the service record dated 15 June 2016 that confirmed that it had passed all service checks including both physical checks and also checks of processes and procedures in place.

Are services effective?

(for example, treatment is effective)

Our findings

Please note this is a focused desk top review of Overview of safety systems and processes within the key question 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 Overview of safety systems and processes within the key question 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 Overview of safety systems and processes within the key question 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 Overview of safety systems and processes within the key question 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>