

# Marine Avenue 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



# 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 Marine Avenue Medical Centre on 15 December 2015. The overall rating for the practice was good; but was requires improvement for providing safe services.

We carried out an announced focused inspection on 24 August 2017 to review in detail the actions taken by the practice to improve the quality of care. We found action had been taken to address all of the issues identified at the previous inspection. However, we identified an additional concern in relation to the storage of medicines requiring refrigeration.

The reports on the December 2015 and the August 2017 inspections can be found by selecting the 'all reports' link for Marine Avenue Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 26 October 2017 to confirm that the practice had carried out their plan to meet the legal

requirements in relation to the breach in regulation that we identified in our previous inspection in August 2017. This report covers our findings in relation to those requirements.

Overall the practice is rated as good overall and now good for providing safe services.

Our key findings were as follows:

At our previous inspection on 24 August 2017 we said the provider should ensure appropriate arrangements are in place to maintain the cold chain for medicines requiring refrigeration. During this inspection we found that significant progress had been made; comprehensive arrangements had been put into place to address the concerns. This included ensuring that temperatures were recorded each day and putting protocols in place for staff to follow if the temperatures were outside the expected ranges.

**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?**

At our previous inspection on 24 August 2017, we rated the practice as requires improvement for providing safe services as the arrangements for storing vaccines were not satisfactory.

Since the previous inspection comprehensive arrangements had been put into place to address the concerns. We looked at the records maintained since the last inspection and saw that temperatures had been recorded each day the practice was open. On a small number of occasions the temperatures had been slightly above the recommended levels but the data loggers showed that this was for a very short period of time when vaccines were being put into the refrigerators.

Good



# Marine Avenue Medical Centre

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

a CQC inspector

- Two GP partners (one female and one male);
- Two salaried GPs (both female);
- One practice nurse (female);
- One healthcare assistant (female);
- 12 non-clinical staff including a practice manager, office manager, medical secretary, clinical receptionists, an apprentice and a cleaner.

## Background to Marine Avenue Medical Centre

Marine Avenue Medical Centre provides care and treatment to around 7,100 patients in the town of Whitley Bay, Tyne and Wear. The practice is part of NHS North Tyneside clinical commissioning group (CCG) and operates on a General Medical Services (GMS) contract agreement for general practice.

The practice provides services from the following address, which we visited during this inspection:

- Marine Avenue Medical Centre, Marine Avenue, Whitley Bay, North Tyneside, NE26 3LW

The practice is located in a modern purpose-built two-storey building. All reception and consultation rooms are fully accessible. On-site parking is available, and includes accessible parking bays.

The practice is open between 8.20am to 6.30pm, Monday to Friday (with appointments running from 8.30am to 6.15pm) and from 9am to 12 midday on a Saturday. The service for patients requiring urgent medical attention out-of-hours is provided by the NHS 111 service and Vocare (locally known as Northern Doctors Urgent Care).

The practice consists of:

The practice is a training practice and provides training to GP registrars.

The age profile of the practice population is broadly in line with the CCG averages, but there is a higher than average proportion of patients under the age of 18 (23.9% compared to the CCG average of 20.7%). Information taken from Public Health England placed the area in which the practice is located in the ninth less deprived decile. In general, people living in more deprived areas tend to have greater need for health services.

## Why we carried out this inspection

We undertook a comprehensive inspection of Marine Avenue Medical Centre on 15 December 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good but requires improvement for providing safe services.

We carried out an announced focused inspection carried on 24 August 2017 to review in detail the actions taken by the practice to improve the quality of care. We found action

# Detailed findings

had been taken to address all of the issues identified at the previous inspection. However, we identified an additional concern in relation to the storage of medicines requiring refrigeration.

We undertook a further follow up focussed inspection on 26 October 2017 to review in detail the actions taken by the practice to improve their arrangements for storing vaccines.

The full comprehensive report on the December 2015 inspection and the focussed report on the August 2017 inspection can be found by selecting the 'all reports' link for Marine Avenue Medical Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

## How we carried out this inspection

During our visit we:

- Spoke with the practice manager.
- Looked at information the practice used to manage the service.

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 safe?

## Our findings

At our previous inspection on 24 August 2017, we rated the practice as requires improvement for providing safe services as the arrangements for storing vaccines were not satisfactory.

These arrangements had improved when we undertook a follow up inspection on 26 October 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

When we last inspected we identified some concerns in relation to medicines which needed to be stored in a refrigerator. We said the provider should ensure appropriate arrangements are in place to maintain the cold chain for medicines requiring refrigeration.

Since the previous inspection comprehensive arrangements had been put into place to address these concerns.

- The practice manager had carried out a risk assessment; this included how the refrigerators were used, how vaccines were stored and how stock was rotated.
- A cold chain audit had also taken place; to give assurance that when vaccines were received and distributed they were appropriately stored.

- A cold chain policy had been developed and shared with staff; this included guidance for staff to ensure refrigerator temperatures were checked each day.
- Advice had been sought from external agencies. A protocol on the action to take if temperatures were outside of normal ranges was subsequently implemented; copies were on the front of each refrigerator for easy reference.
- Arrangements were put into place to ensure temperatures were recorded on days when the staff who usually checked them were not on duty. One of the administration team members was responsible for monitoring that records were complete and carried out a monthly review to confirm this.
- Data loggers had been installed in both refrigerators as a further precaution so staff could monitor temperatures when the practice was closed.

We looked at the records maintained since the last inspection and saw that temperatures had been recorded each day the practice was open. On a small number of occasions the temperatures had been slightly above the recommended levels, but the data loggers showed that this was for a very short period of time when vaccines were being put into the refrigerators.