

# Dr Moore and Partners

## 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 Dr Moore and Partners on 7 July 2016. Overall the practice was rated as good. We found the practice to be requires improvement for providing safe services, and good for providing effective, caring, responsive and well led services. The full comprehensive report on the 7 July 2016 inspection can be found by selecting the 'all reports' link for Dr Moore and Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 22 August 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations we identified in our previous inspection on 7 July 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

We have amended the rating for this practice to reflect these changes. The practice is now rated good for the provision of safe services. Overall the practice remains rated as good.

Our key findings were as follows:

- The practice had reviewed its recruitment process to ensure all information in relation to staff employment was available, including proof of identity for staff.
- The practice had engaged an external contractor to carry out a legionella risk assessment. Legionella is a term for particular bacteria which can contaminate water systems in buildings.

### **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 the last comprehensive inspection on the 7 July 2016, we found that the practice was not meeting legal requirements for providing safe services. Since our last inspection, the practice had made a number of improvements to address the breaches in regulations we previously identified.

Specifically, the practice had:

- Engaged an external contractor to carry out a legionella risk assessment, following extensive refurbishment to the premises. Legionella is a term for particular bacteria which can contaminate water systems in buildings.
- Reviewed its recruitment process to ensure all information in relation to staff employment was available, including proof of identity for staff.

**Good**



# Dr Moore and Partners

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

## Background to Dr Moore and Partners

Dr Moore and Partners provides GP services at the Stoke Road Surgery which was established in 1948. The practice serves a semi-rural population of nearly 10,000 patients, most of whom live in Bishop's Cleeve and the surrounding villages. The practice's address is :

4 Stoke Road,  
Bishops Cleeve,  
Cheltenham,  
GL52 8RP.

There is car parking on site and a pharmacy next door. The practice has full disabled access. All consulting rooms are located on the ground floor.

The practice has six GP partners (three males and three females), two salaried GPs (two females), and a regular locum GP. The hours the various GPs worked meant the practice had six full-time equivalent (FTE) GPs. Many of the GPs have a special interest offering additional skills in dermatology, cardiology, women's health, diabetes and gastroenterology. The practice is also a training practice for GPs and nurses. The practice also has four nurses, three health care assistants, and a team of administrators and receptionists.

The practice is open from 8.30am to 6.30pm, Monday to Friday. Patients who called from 8am to 8.30am may be able to speak to an on call GP if they cannot wait until 8.30am. The practice offers extended morning opening hours on Monday and Tuesday from 7am to 8am, and evening hours on Tuesday from 6.30pm to 7.45pm. During extended hours a small number of routine early morning and evening GP appointments are offered for patients who find it difficult to attend the practice during normal opening times. These appointments can be booked two weeks in advance via reception.

The practice has opted out of providing Out of hours services to their own patients. Out of hours cover is provided by Care UK and can be accessed via NHS 111.

There was a higher than national average elderly population, with 26% of the patient list over 65 years compared with the national average of 18%. The local population falls into the least deprived decile, but had the highest percentage of patients with a long term health condition of all the practices in Gloucestershire, which is also significantly above the national average.

## Why we carried out this inspection

We undertook a comprehensive inspection of Dr Moore and Partners on 7 July 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as requires improvement for providing safe services and good overall. The full comprehensive report following the comprehensive inspection in July 2016 can be found by selecting the 'all reports' link for Dr Moore and Partners on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

# Detailed findings

We undertook a follow up focused inspection on 22 August 2017. This inspection was carried out to review in detail the actions taken by the practice to improve the quality of care and to confirm that the practice was now meeting legal requirements.

## How we carried out this inspection

During our visit we:

- Spoke with the practice manager.

We also reviewed:

- Records relating to legionella risk assessment.
- Records of staff information, including recruitment documentation.

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 7 July 2016, we rated the practice as requires improvement for providing safe services as we found:

- Appropriate recruitment checks had been undertaken prior to employment but not all information was kept in relation to each person employed, as specified by the relevant regulation. Photographic identification had been checked and recorded but not photocopied.
- The practice had no system in place to identify and control the risks from exposure to legionella in man-made water systems since 1 April 2012.

These arrangements had improved when we undertook a follow up inspection on 7 August 2017. The practice is now rated as good for providing safe services.

### Overview of safety systems and process

The practice had reviewed its recruitment process to ensure all information in relation to the employment of staff was available including proof of identity. Since the last inspection, one new member of staff had been recruited and we saw from their records that a photocopy of their photo identification was held on file. The practice had updated their process to ensure this was consistently undertaken.

### Monitoring risks to patients

The practice had carried out extensive refurbishment work to the premises which included installation of new water system. They had engaged an external contractor to carry out a legionella risk assessment in July 2017 following the completion of the building work. At the time of the inspection, they were awaiting a full report from the external contractor with recommendations to control the risks from exposure to legionella in man-made water systems.