

# Fleet Medical Centre

## Quality Report

Fleet Medical Centre  
Church Road  
Fleet  
Hampshire  
GU51 4PE

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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 focused inspection of Fleet Medical Centre, Church Road, Fleet, Hampshire, GU51 4PE on 17 July 2015.

Our previous inspection in October 2014 found breaches of regulations relating to the safe delivery of services.

We found the practice required improvement for the provision of safe services, and was rated good for providing effective, caring, responsive and well-led services.

This inspection was carried out to check the practice was meeting regulations. For this reason we have only rated the location for the key question to which this relates.

This report should be read in conjunction with the full inspection report of 2 October 2014.

We found the practice had made improvements since our last inspection in October 2014. At our inspection on the 17 July 2015 we found the practice was meeting the regulations that had previously been breached.

### Specifically the practice was:

- Operating safe systems of recruitment by ensuring recruitment arrangements included all the necessary employment checks for all staff.
- Operating procedures to ensure the management of equipment used to administer emergency medicines was available and fit for purpose.

### 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 had taken necessary action to become good for the provision of safe services.

Records we reviewed and processes we observed confirmed this.

At our inspection on 17 July 2015, we noted the practice had addressed the issues, surrounding staff recruitment checks and management of equipment used to administer emergency medicines. These were judged a breach of regulation at our inspection on 2 October 2014.

Processes had been reviewed and changes had been made to manage equipment used to administer emergency medicines. Equipment was available, within expiry dates and suitable for use.

Appropriate recruitment checks had been undertaken prior to employment of locum GPs. For example, proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service.

**Good**



# Fleet Medical Centre

## Detailed findings

### Our inspection team

#### **Our inspection team was led by:**

Our inspection was carried out by a CQC Inspector.

## Background to Fleet Medical Centre

Fleet Medical Centre is situated in Church Road, Fleet, Hampshire. The practice is located a short distance from Fleet town centre and a main line railway station to London.

The practice has a higher number of patients aged between 35 and 50 when compared to the England average. The practice shares the building with an independent dental service and pharmacy.

The practice is responsible for providing services to approximately 14,750 patients. Opening hours are 8am to 8pm Mondays and 8am to 6.30pm Tuesday to Friday. The practice also offers patient appointments every fourth Saturday.

The mix of patients' gender (male/female) is almost half and half. Approximately 20% of patients are aged over 65 years old and 106 patients live in nursing or care homes.

The practice has five GP partners and four salaried GPs who together work an equivalent of seven and a quarter full time staff. In total there are three male and six female GPs.

The practice also has a nurse practitioner (a nurse practitioner is a registered nurse who has completed advanced coursework and clinical education beyond that required of the generalist registered nurse role).

The GPs and the nurse practitioner are supported by three nursing sisters, two nurses, two health care assistants and a phlebotomist (phlebotomists are staff who are trained to take blood samples from patients).

GPs and nursing staff are supported by a team of 14 receptionists and a reception manager. The practice also has an administration team which consists of two secretaries, three administrators, four data recording and technical staff and the practice and business manager.

We carried out our inspection at the practice's only location which is situated at;

Fleet Medical Centre

Church Road

Fleet

Hampshire

GU51 4PE

## Why we carried out this inspection

We carried out a focused inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection took place on 2 October 2014 and published a report setting out our judgements.

We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time.

We carried out a focused inspection on 17 July 2015 to follow up and assess whether the necessary changes had

## Detailed findings

been made, following our inspection in October 2014. We focused on the aspects of the service where we found the provider had breached regulations during our previous inspection.

This inspection was planned to check whether the provider was meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, review the breaches identified and the rating awarded for the safe domain, under the Care Act 2014.

## How we carried out this inspection

Before visiting, the provider confirmed they had completed the actions outlined in their action plan. During our visit we spoke with the practice manager and a practice nurse.

The processes, records and documents we reviewed demonstrated how they had addressed the breaches of regulations identified during the comprehensive inspection in October 2014.

# Are services safe?

## Our findings

### Medicines management

At our last inspection in October 2014 we found out of date equipment used to administer emergency medicines which showed these were not checked for their expiry dates.

We received an action plan from the provider informing us of the action they had taken to meet regulation. The provider confirmed they had taken appropriate action to ensure that the system for checking of equipment used to administer emergency medicines had been reviewed and updated.

At our focused inspection on the 17 July 2015 we checked this equipment and found it was available and fit for purpose and a system was in place to regularly check the dates of expiry. We saw records to confirm that equipment expiry date checks had taken place.

### Staffing and recruitment

At our last inspection in October 2014 we had concerns that patients were not assured that they were supported or

cared for by staff that had been suitably recruited. Appropriate checks were not always completed before new staff commenced employment. Concerns specifically related to locum GPs employed by Fleet Medical Centre.

We received an action plan from the provider informing us of the action they had taken to meet the regulation requirements when employing staff.

At our focused inspection on the 17 July 2015 we found the provider had taken action to ensure appropriate recruitment checks were undertaken.

We examined recruitment files for two locum GPs and found that both had records of suitable checks in place prior to commencing employment. Checks included, proof of identification, references, qualifications, registration with the appropriate professional body and the appropriate checks through the Disclosure and Barring Service (DBS). DBS checks identify whether a person has a criminal record or is on an official list of people barred from working in roles where they may have contact with children or adults who may be vulnerable.