

# The Moorings Medical Practice

## Quality Report

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Surrey  
CR8 5DG

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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

## Contents

### Summary of this inspection

Overall summary	2
The five questions we ask and what we found	3

### Detailed findings from this inspection

Our inspection team	4
Background to The Moorings Medical Practice	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

## Overall summary

### Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Moorings Medical Practice on 20 December 2016. The overall rating for the practice was good, although the safe domain was rated as requires improvement. The inspection found the practice must undertake the following:

- The practice must ensure that clinical rooms in the practice are secure.
- The practice must ensure that all electrical equipment in the practice has been portable appliance tested.
- The practice must ensure that a defibrillator is available on the premises or that they carry out a risk assessment to mitigate the risks of not having one.

The report also found that the practice should do the following:

- The practice should consider requiring staff to undertake basic life support training on an annual basis.

The full comprehensive report of the 20 December 2016 inspection can be found by selecting the 'all reports' link The Moorings Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

This inspection was an announced focused inspection carried out on 11 May 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breaches in regulations that we identified in our previous inspection on 20 December 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

Overall the practice is rated as good.

Our key findings were as follows:

- The practice had added locks to all rooms at the practice such that they were secure.
- The practice had ensured that the practice had all required equipment and that it had all been checked to ensure that it was working correctly.
- The practice had arranged training for all staff to attend basic life support training.

**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 a defibrillator in place for the management of emergencies, and had organised basic life support training for all staff.
- All electrical equipment at the practice had been portable appliance tested to ensure that it was safe to use.
- All rooms at the surgery had locks to ensure that they were secure when the room was not being used.

**Good**



# The Moorings Medical Practice

## Detailed findings

### Our inspection team

#### Our inspection team was led by:

This desk based focussed inspection was carried out by a CQC inspector.

## Background to The Moorings Medical Practice

The practice operates 2A Valley Road, Kenley, Surrey, CR8 5DG. The practice is based across two floors of a converted property although all clinical areas are on the ground floor. It is part of the Croydon clinical commissioning group area. Services are delivered under a Personal Medical Services (PMS) contract. (PMS contracts are locally agreed agreements between NHS England and a GP practice).

The practice has approximately 6,000 patients. The surgery is based in an area with a deprivation score of 8 out of 10 (10 being the least deprived). The practice population's age demographic is generally in line with the national average. However, the number of patients over the age of 80 is slightly higher than the national average. Patients of this age are more likely to have multiple issues of poor health. The practice provides care to six residential homes in the local area with a total of 117 patients.

The GP team includes three partners (one male and two female, 2.5 whole time equivalent [WTE] with a total of 20 clinical sessions). The nursing team includes two nurses (1.00 WTE) and one Healthcare Assistant. The clinical team is supported by a practice manager, a reception manager and nine other administrative or reception staff.

The practice is open from 8.00am to 6:30pm Monday to Friday. There are also extended hours available on Wednesdays and Thursdays from 6:30pm until 7:30pm. The practice offers appointments throughout the day when the practice is open. When the surgery is closed urgent GP services are available via NHS 111.

The practice is registered with the Care Quality Commission (CQC) to provide the regulated activities of diagnostic and screening procedures, maternity and midwifery services, family planning and treatment of disease, disorder or injury.

The practice was inspected by CQC on 20 December 2016.

## Why we carried out this inspection

We undertook a comprehensive inspection of The Moorings Medical Practice on 20 December 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 in the safe domain. The full comprehensive report following the inspection of 20 December 2016 can be found by selecting the 'all reports' link for The Moorings Medical Practice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

We undertook a desk based follow up inspection of The Moorings Medical Practice on 11 May 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.

# Detailed findings

## How we carried out this inspection

We carried out a desk-based focused inspection of The Moorings Medical Practice on 11 May 2017. This involved reviewing evidence that:

- Relevant staff had now completed their required basic life support training.
- Rooms at the practice had been secured.
- The practice had all essential equipment and that it was safe to use.

# Are services safe?

## Our findings

At our previous inspection on 20 December 2016, we rated the practice as requires improvement for providing safe services for the following reasons:

- Clinical rooms in the practice were not secure.
- Electrical equipment in the practice had not been portable appliance tested.
- A defibrillator was not available on the premises, and the practice had not undertaken a risk assessment to mitigate the risks of not having one.
- Basic life support training was not being undertaken by all staff on an annual basis.

These arrangements had improved when we undertook a follow up inspection on 11 May 2017. The practice is now rated as good for providing safe services.

### Monitoring risks to patients

There were procedures for assessing, monitoring and managing risks to patient and staff safety.

- All electrical and clinical equipment was checked and calibrated to ensure it was safe to use and was in good working order.
- The practice had ensured that clinical rooms could not be accessed by patients when they were not in use.

### Arrangements to deal with emergencies and major incidents

The practice had adequate arrangements to respond to emergencies and major incidents.

- All staff received annual basic life support training and arrangements had been made to ensure that this training was repeated on an annual basis.
- The practice had a defibrillator available on the premises.