

The Ridgeway Surgery

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 a focused desk based inspection of The Ridgeway Surgery on 20 February 2017 to check that action had been taken since our previous inspection on 24 November 2014. At the inspection in November 2014, the practice was rated as good overall but rated as requires improvement for providing safe services.

We found that the practice required improvement in this area due to areas of practice which needed to be addressed to ensure safe care and treatment. This was because the practice needed to:

- Review the practices protocol and procedures as to what constitutes a significant event and how they are recorded and effectively managed by the practice.
- Review the system for recording safeguarding information for vulnerable adults and children to

ensure that information is recorded consistently in patients' records.

- Ensure that the recruitment policy covers clinical staff and makes reference to all of the information required.

On 20 February 2017 we reviewed the information the practice submitted to us to ensure that they had followed

their action plan and to confirm that they now met legal requirements. This report covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection of The Ridgeway Surgery on our website at www.cqc.org.uk.

Our key findings for this inspection were as follows:

The provider had made improvements:

- The practice had reviewed their recruitment policy to include all of the information required to be obtained as required under Regulation 19, Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- They had reviewed the records for patients at risk and ensured safeguarding alerts were entered on all records.
- The practice had ensured that all significant events were entered through the significant event system to ensure they were managed appropriately and effectively.

The practice is now rated good for providing safe services.

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 now rated as good for providing safe services.

- The practice had reviewed their recruitment policy to include all relevant checks as required by legislation and provided evidence to demonstrate this.
- They had also reviewed the records of all patients at risk of harm to ensure alerts were entered on the clinical records to notify staff of the potential risk.
- The practice had continued to record and investigate significant events and ensured that all significant events were included in the process. They submitted a summary log to demonstrate this.

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 provider's previous report rated the quality of services for older people as good at the previous inspection on 24 November 2014 therefore no change in rating was required.

People with long term conditions

The provider's previous report rated the quality of services for people with long-term conditions as good at the previous inspection on 24 November 2014 therefore no change in rating was required.

Families, children and young people

The provider's previous report rated the quality of services for families, children and young people as good at the previous inspection on 24 November 2014 therefore no change in rating was required.

Working age people (including those recently retired and students)

The provider's previous report rated the quality of services for working age people (including those recently retired and students) as good at the previous inspection on 24 November 2014 therefore no change in rating was required.

People whose circumstances may make them vulnerable

The provider's previous report rated the quality of services for people whose circumstances may make them vulnerable as good at the previous inspection on 24 November 2014 therefore no change in rating was required.

People experiencing poor mental health (including people with dementia)

The provider's previous report rated the quality of services people experiencing poor mental health (including people with dementia) as good at the previous inspection on 24 November 2014 therefore no change in rating was required.

The Ridgeway Surgery

Detailed findings

Our inspection team

Our inspection team was led by:

The desk based follow up review was carried out by a CQC Inspector

Background to The Ridgeway Surgery

The Ridgeway Surgery is located in Astwood Bank and provides primary medical services to patients at the Astwood Bank surgery and the branch surgery in Feckenham. The practice is located at the north of the area that it covers which includes Upper Bentley, Broughton Hackett, The Lenches and Coughton.

The practice has four GP Partners (two male and two female), a practice manager and a dispensary manager. There are two practice nurses, three healthcare assistants, one phlebotomist (a specialised healthcare assistant who collects blood from patients), two dispensers and reception and administrative staff. There are approximately 5,200 patients registered with the practice. The practice is open from 8.20am to 1pm and 2pm to 6.30pm on a Monday, Wednesday, Thursday and Friday. The practice closes at 12 noon on a Tuesday. Telephones are answered by receptionists when the surgery is closed at lunchtime. Patients can access the service for appointments from 8.20am and on line booking is also available. The practice offers telephone appointments with a GP on Tuesdays and Fridays from 8am to 8.30am. There is a walk in surgery at Feckenham branch surgery on a Monday, Wednesday and Friday between 2.15pm and 3.30pm. The doors to the surgery are open from 2pm. The practice treats patients of

all ages and provides a range of medical services. The Ridgeway Surgery has a higher percentage of its practice population in the 45 to 85 and over age group than the England average.

The Ridgeway Surgery provides 19 GP sessions and 10 nurse sessions each week. At the branch surgery there are three GP and eight healthcare assistant sessions provided each week.

The Ridgeway Surgery is a dispensing practice. They are able to dispense medicines to patients in a rural area who do not have a chemist within one mile (1.6km) radius of their home address. Medicines are also dispensed from their branch surgery.

The Ridgeway Surgery has a General Medical Services contract. The GMS contract is the contract between general practices and NHS England for delivering primary care services to local communities.

The practice provides a range of services including specific ones for patients with respiratory problems, diabetes and heart disease. It offers child immunisations, influenza and travel vaccinations (excluding yellow fever) and maternity and family planning services. The practice also provides a minor surgery and phlebotomy (taking blood) service.

The Ridgeway Surgery does not provide an out-of-hours service to its own patients. Outside the hours they are open they advise patients to contact the NHS 111 service. This information was available at the practice and on the practice website.

Why we carried out this inspection

We undertook a comprehensive inspection of The Ridgeway Surgery on 24 November 2014 under Section 60

Detailed findings

of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good, with requires improvement for providing safe services. The full comprehensive report following the inspection in November 2014 can be found by selecting the 'all reports' link for The Ridgeway Surgery on our website at www.cqc.org.uk.

We undertook a focused desk based follow up inspection of The Ridgeway Surgery on 20 February 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 inspection we:

Reviewed information provided by the practice to demonstrate actions taken.

Are services safe?

Our findings

At our previous inspection on 24 November 2014 we rated the practice as requires improvement for providing safe services. This was because the practice had some areas where we suggested improvements should be made.

When we reviewed information the practice submitted to us on 20 February 2017 we found that the practice had addressed the areas we had identified as requiring improvement.

Overview of safety systems and process

At the previous inspection we found that:

The practice recruitment policy did not contain all the information required in line with the Regulation 19, Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The practice had not ensured the system for identifying patients at risk of harm included all patients. The system for recording significant events had not captured all events.

The inspection we carried out to follow up recommendations showed that improvements had been made:

- The practice had reviewed and updated their policy for significant event reporting to include all necessary points. The practice ensured that all significant events were recorded, analysed and discussed and submitted a log to confirm this as well as minutes from practice meetings where these had been discussed. We saw that the practice had revisited these to check the actions had been effective.
- The practice submitted a revised recruitment policy which included all the relevant information required to meet the requirements of Regulation 19, Schedule 3 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
- The practice had reviewed the records of all patients who were at risk of harm and ensured that there were alerts on the patients' medical record. Safeguarding was a regular agenda item at the practice meetings and the practice submitted minutes of meetings as evidence to confirm this.