

Mill Road 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 an announced comprehensive inspection of this practice on 6 October 2015 and identified areas where the practice should make improvements. Particularly around the flooring in the practice nurses' room and signage regarding the availability of chaperone services.

We undertook this focused desktop review on 6 July 2016 to check what actions had been completed to make improvements. This report only covers our findings in relation to those requirements. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Mill Road Surgery on our website www.cqc.org.uk.

Overall the practice is rated Good. Specifically, following the focused desktop review we found the practice to be good for providing safe services in all the population groups.

Our key findings across all the areas we inspected were as follows:

- The practice had replaced the flooring in the practice nurses' room with seamless, smooth, slip resistant and easily cleaned flooring.
- Posters were displayed in the two waiting rooms and behind the reception desk informing patients how to request a chaperone service if required.
- The Disclosure and Barring Service (DBS) checks for staff who act as chaperones had been completed (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).

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 replaced the flooring in the practice nurses' room with seamless, smooth, slip resistant and easily cleanable flooring.
- The practice had displayed posters in the two waiting rooms and behind the reception desk informing patients how to access a chaperone.
- The DBS checks for staff who chaperoned had been completed.

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 practice is rated as good for the care of older people as they are rated as good for safe services.

Good



People with long term conditions

The practice is rated as good for people with long term conditions as they are rated as good for safe services.

Good



Families, children and young people

The practice is rated as good for families, children and young people as they are rated as good for safe services.

Good



Working age people (including those recently retired and students)

The practice is rated as good for working age people (including those recently retired and students) as they are rated as good for safe services.

Good



People whose circumstances may make them vulnerable

The practice is rated as good for people whose circumstances may make them vulnerable as they are rated as good for safe services.

Good



People experiencing poor mental health (including people with dementia)

The practice is rated as good for people experiencing poor mental health (including people living with dementia) as they are rated as good for safe services.

Good



Mill Road Surgery

Detailed findings

Why we carried out this inspection

We undertook a focused desktop review of Mill Road Surgery on 6 July 2016. This was carried out to check that areas for improvement identified at the comprehensive inspection on 6 October 2015 had been completed.

We inspected the practice against one of the questions we ask about services: is the service safe against all the population groups?

During the October 2015 comprehensive inspection we found the flooring in the practice nurses' room to be carpeted. The practice manager and GP told us at the inspection that this was on the refurbishment plan to be replaced imminently.

Staff who performed chaperone duties had been trained for the role but did not have a Disclosure and Barring

Service (DBS) check in place. However, evidence was seen at the inspection in October 2015 that these had been applied for. It was also noted that there was no information or posters seen throughout the practice informing patients how to access a chaperone at the inspection in October 2015.

How we carried out this inspection

Before completing the focused desktop inspection on 6 July 2016 we reviewed a range of information we hold about the practice, spoke with the practice manager and reviewed evidence supplied by the practice on how they had met the areas identified for improvement at the inspection on 6 October 2015.

To get to the heart of patients' experiences of care and treatment, we asked the question: Is it safe?

Are services safe?

Our findings

Overview of safety systems and processes

We saw evidence Disclosure and Barring Service (DBS) checks had been completed for all staff who performed chaperone duties (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).

The practice provided evidence that posters were now displayed in the two waiting rooms and behind the reception desk informing patients how to request a chaperone.

The practice provided photographic evidence to show that the carpet in the practice nurses' room had been replaced with smooth, seamless, slip resistant and easily cleanable flooring.