

Church Street Practice

Inspection report

Weybridge Primary Care Centre
22 Church Street
Weybridge
Surrey
KT13 8DW
Tel: 01932 828200
www.churchstreetpractice.nhs.uk

Date of inspection visit: 31 July 2019
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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 location

Good 

Are services safe?

Requires improvement 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

Overall summary

We carried out an announced focused inspection at Church Street Practice on 31 July 2019. This was to follow up on a breach of regulations identified at our previous inspection on 3 July 2018, the practice was rated good overall and requires improvement for providing safe services. The details of these can be found by selecting the 'all reports' link for Church Street Practice on our website at www.cqc.org.uk.

During the inspection looked at the following key questions

- Is it Safe

Our judgement of the quality of care at this service is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information from the provider, patients, the public and other organisations.

The practice remains rated as good overall and for all the population groups.

The key question remains rated as:

Are services safe? – Requires improvement

At this inspection we found some improvements:

- The procedure for monitoring patients prescribed high risk medicines had been improved and was reviewed by a clinical pharmacist and GPs.
- Health and safety risk assessments had been completed.
- Non-clinical staff had received training in sepsis awareness.
- Recruitment procedures were established and operated effectively to ensure only fit and proper persons are employed and specified information is available regarding each person employed, including locum staff.
- The practice had reviewed patient feedback from all sources and improved their engagement with patients. Patient satisfaction was in line with local and England averages.

We rated the practice as requires improvement for providing safe services because:

- Staff training was not up to date, including infection control, hand hygiene, information governance, fire training and safeguarding.
- The recording of fridge temperatures where vaccines were stored had been improved however action taken and recording of action when temperatures were out of range was not sufficient.
- The practice system for storing and monitoring prescription stationary had been improved but did not maintain clear and unambiguous records of prescription forms that were distributed to prescribers and prescription forms were not stored securely once distributed to prescribers.

The areas where the provider must make improvements are:

- Ensure care and treatment is provided in a safe way to patients
- Ensure persons employed in the provision of the regulated activity receive the appropriate support, training, professional development, supervision and appraisal necessary to enable them to carry out the duties

(Please see the specific details on action required at the end of this report).

The areas where the provider should make improvements are:

- Review and improve how staff immunisation status is monitored in line with current Public Health England guidance.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Rosie Benneyworth BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

Population group ratings

Older people	Good 
People with long-term conditions	Good 
Families, children and young people	Good 
Working age people (including those recently retired and students)	Good 
People whose circumstances may make them vulnerable	Good 
People experiencing poor mental health (including people with dementia)	Good 

Our inspection team

Our inspection team was led by a CQC lead inspector and included a GP specialist advisor.

Background to Church Street Practice

The Church Street Practice is currently located in a temporary modular clinical building following a fire in July 2017 which destroyed the primary care centre where the practice was previously located. Also located in the building is another GP practice and a treatment room nurse service. At the time of our inspection there were approximately 14,000 patients on the practice list.

The practice has three GP partners (one male and two female) and five associate GPs (female), four nurses and a clinical pharmacist. They are supported by a practice manager and a team of reception and administration staff.

The Church Street Practice is open 8am to 6.30pm Monday to Friday. Extended hours surgeries were offered 7:20 to 8am on Monday, Tuesday and Thursday morning and 9 -11:40am alternate Saturday mornings. Patients requiring a GP outside of normal hours are advised to call the NHS 111 service or 999 for medical emergencies.

The practice has a GMS (General Medical Services) contract and offers enhanced services for example; immunisation programmes. The practice is a teaching practice which means they take medical students; there were no medical students at the practice on the day of our visit.

Further information about the practice can be found on the practice website:

The practice is registered with CQC to provide the following regulated activities; Diagnostic and screening procedures, Treatment of disease, disorder or injury, Family planning services, Maternity and midwifery services and Surgical procedures.

The service is provided from the following location;

Church Street Practice
22 Church Street
Weybridge Surrey KT13 8DW

This section is primarily information for the provider

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity

Diagnostic and screening procedures
Family planning services
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder or injury

Regulation

Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment

How the regulation was not being met...

There was not proper and safe management of medicines. In particular:

- Prescription stationary was not monitored once distributed.
- Action was not always taken or recorded when temperatures of the medicines fridges were out of recommended range.

Regulated activity

Diagnostic and screening procedures
Family planning services
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder or injury

Regulation

Regulation 18 HSCA (RA) Regulations 2014 Staffing

How the regulation was not being met...

The service provider had failed to ensure that persons employed in the provision of a regulated activity received such appropriate support, training, professional development, supervision and appraisal as was necessary to enable them to carry out the duties they were employed to perform. In particular:

- Not all staff had completed training in accordance with practice policy including fire safety, infection control and hand hygiene, information governance and child and adult safeguarding.