

Drs Green, Broadbelt and Majeed

Quality Report

Vittoria Medical Centre,
Vittoria Street,
Birkenhead,
CH41 3RH

Tel: 0151 647 7321

Website: vittoriamedicalcentrewirral.nhs.uk

Date of inspection visit: 22 February 2017

Date of publication: 09/03/2017

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

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 Drs Green, Broadbelt and Majeed	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

Overall summary

We carried out an announced comprehensive inspection at Drs Green, Broadbelt and Majeed on the 12 November 2015. The overall rating for the practice was good and safe required improvement. The full comprehensive report on the inspection can be found by selecting the 'all reports' link for Drs Green, Broadbelt and Majeed on our website at www.cqc.org.uk.

This inspection was a desk-based review carried out on 22 February 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulation that we identified in our previous inspection on 12 November 2015. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

After the comprehensive inspection the practice wrote to us to say what they would do to meet the following legal requirements set out in the Health and Social Care Act (HSCA) 2008:

Regulation 19 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 'Fit and proper persons employed.'

Our key findings were as follows:

- The practice had addressed the issues identified during the previous inspection.
- They had provided up to date DBS checks on all staff working at the practice. Staff files had been updated to include all required checks when staff started at the practice.
- The systems in place for monitoring equipment and medicines had been improved to include regular audits.
- All significant events and complaints were recorded and investigated with the findings shared with staff to promote learning at practice meetings.

Letter from the Chief Inspector of General Practice

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.

Evidence was provided as part of this desk based review to show that required improvements had been implemented. The practice had updated recruitment checks for staff including DBS checks. The systems in place for monitoring equipment and medicines had been improved and included regular checks on essential equipment. They had updated staff with shared learning regarding any significant events that had occurred.

Good



Drs Green, Broadbelt and Majeed

Detailed findings

Our inspection team

Our inspection team was led by:

This desk top review was undertaken by a CQC Inspector.

Background to Drs Green, Broadbelt and Majeed

Drs Green, Broadbelt and Majeed practice is based in a purpose built building in a residential area of Birkenhead close to local amenities. The practice is located in a more deprived area when compared to other practices nationally. The building is also occupied by another GP practice. There were 4946 patients on the practice list. The practice has three GP partners, two female and one male GP and one female salaried GP, two practice nurses, a practice manager, reception and administration staff.

The practice is open Monday to Friday from 8am to 6.30pm. The practice offered pre-bookable appointments, on line bookings and book on the day appointments. Patients requiring a GP outside of normal working hours are advised to contact the surgery to be redirected to NHS 111 who triage all out of hours calls for the practice.

The practice has a General Medical Services (GMS) contract. In addition the practice carried out a variety of enhanced services such as avoiding unplanned admissions to hospital and learning disability health checks.

Why we carried out this inspection

We undertook a comprehensive inspection of Drs Green, Broadbelt and Majeed on the 12 November 2015 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good overall. The full comprehensive report following the inspection can be found by selecting the 'all reports' link for Drs Green, Broadbelt and Majeed on our website at www.cqc.org.uk.

We undertook a desk-based follow-up inspection of Drs Green, Broadbelt and Majeed on 22 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. We reviewed the practice against one of the five questions we ask about services: is the service safe?

How we carried out this inspection

We carried out a desk-based focused inspection of Drs Green, Broadbelt and Majeed on 22 February 2017. The practice was contacted and a request was made to submit updated evidence to show that the practice had completed the improvements identified during their comprehensive inspection. A range of information was discussed with the practice staff, submitted by the practice and reviewed by the CQC Inspector. This involved reviewing evidence that:

Detailed findings

- They had provided up to date DBS checks on all staff working at the practice and that staff files had been updated.
- The systems in place for monitoring equipment and medicines had been improved.

- All significant events and complaints were recorded and investigated with the finding shared with staff to promote learning at practice meetings.

Please note that when referring to information throughout this report, for example any reference to the Quality and Outcomes Framework data, this relates to the most recent information available to the CQC at that time.

Are services safe?

Our findings

At our previous inspection on the 12 November 2015, we rated the practice as requires improvement for providing safe services as we found some concerns with the management of safety. Following the inspection, the practice submitted a detailed action plan to provide details of what they had done to show improvements.

These arrangements had significantly improved when we undertook a follow up inspection on 22 February 2017. The practice was now rated as good for providing safe services.

Overview of safety systems and process

- Action was taken by the Practice to manage health and safety. The systems in place for monitoring equipment and medicines had been improved to include regular audits and checks to ensure all equipment and medications were in date.
- All significant events were recorded and investigated with the findings shared with staff to promote learning at practice meetings.
- They had provided evidence of up to date Disclosure and Barring Service (DBS) checks. (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.) Staff files had been updated to include all required records in place when recruiting staff to the practice.