

Threeways

Quality Report

Threeways Surgery
Pennylets Green
Stoke Poges
Buckinghamshire
SL2 4AZ
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Website: www.threewayssurgery.co.uk

Date of inspection visit: We have not revisited Threeways Surgery as part of this review because the practice was able to demonstrate that they were meeting the regulations associated with the Health and Social Care Act 2008 without the need for a visit.
Date of publication: 24/04/2017

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

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

At our previous comprehensive inspection at Threeways in Stoke Poges, Buckinghamshire on 2 August 2016 we found a breach of regulations relating to the safe delivery of services. The overall rating for the practice was good. Specifically, we found the practice to require improvement for the provision of safe services, whilst the practice was rated good for providing effective, caring, responsive and well-led services. The full comprehensive report on the August 2016 inspection can be found by selecting the 'all reports' link for Threeways on our website at www.cqc.org.uk.

This inspection was a desk based review carried out on 12 April 2017 to confirm that the practice had carried out their plan to meet the legal requirements in relation to the breach in regulations that we identified in our previous inspection on 2 August 2016. This report covers our findings in relation to those requirements and improvements made since our last inspection.

We found the practice had made improvements since our last inspection. Using information provided by the practice we found the practice was now meeting the regulation that had previously been breached. We have amended the rating for this practice to reflect these

changes. The practice is now rated good for the provision of safe, effective, caring, responsive and well led services. Overall the practice is now rated as good. All six population groups continue to be rated as good.

Our key findings were as follows:

- The practice had established and was now operating safe systems to assess, manage and mitigate potential risks relating to medicines within the cold chain.
- National guidance had been embedded into the practice regarding patient specific directions (instructions to administer a medicine to a named patient).
- The practice had implemented a failsafe system and was now effectively managed and monitored all cervical screening results the practice received.
- The programme of two cycle clinical audit had increased. We saw a variety of completed clinical audits which effectively monitored and improved patient outcomes.
- The practice had taken steps to ensure recruitment procedures were operated effectively which ensured that employees met the requirements for the role. This included a comprehensive assurance system and

Summary of findings

checklist for temporary members of staff which ensured the practice had all required evidence of all relevant up to date registrations and competencies for safe working.

- The practice had review existing arrangements and all clinical staff had suitable and appropriate indemnity

insurance. Indemnity insurance is used for professional negligence claims, or allegations of malpractice, received against a member of staff in the course of their professional duties.

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 had taken appropriate action and is now rated as good for the provision of safe services.

Our last inspection in August 2016 identified concerns relating to how Threeways assessed, recorded and managed risks, specifically risks within the safe management of medicines within the cold chain. The cold-chain is the system of storing vaccines and medicines within the safe temperature range of between 2°C – 8°C preferably stabilising at 5°C. Maintaining the refrigerator temperature in this range is essential to ensure viable vaccines and medicines.

We also saw concerns regarding patient specific directions which were not operated in accordance to national guidelines. Furthermore, recruitment checks were not conducted in line with current legislation and nursing staff did not have current indemnity insurance.

Using information provided by the practice we found the concerns had been addressed:

- The practice had established and was now operating safe systems to manage vaccines and medicines within the cold chain. Following an internal review of existing cold chain arrangements, a series of actions had been completed, for example the practice purchased and installed new refrigerators in September 2016.
- National guidance had been embedded into the practice regarding patient specific directions (instructions to administer a medicine to a named patient).
- The practice had taken steps to ensure recruitment procedures were operated effectively which ensured that employees met the requirements for the role. This included a comprehensive assurance system and checklist for temporary members of staff which ensured the practice had all required evidence of all relevant up to date registrations and competencies for safe working.
- The practice had review existing arrangements and all clinical staff had suitable and appropriate indemnity insurance. Indemnity insurance is used for professional negligence claims, or allegations of malpractice, received against a member of staff in the course of their professional duties.

Good



Threeways

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based review inspection was completed by a CQC Inspector.

Background to Threeways

Threeways provides services from a purpose built two storey centre to patients living in and around Stoke Poges in Buckinghamshire. There are patient areas on two floors with the ground floor being accessible to patients with mobility issues, as well as parents with children and babies. It is a semi-rural practice with approximately 6,000 patients on the practice list and is an area of the least deprivation.

The practice has a population distribution which has a lower number of patients aged 15-44 years and higher aged 45-49 years. Life expectancy is comparable with the national average and there is a lower percentage of patients that are unemployed.

The practice holds a general medical service contract and consists of four GP partners (three female and one male). There is one practice nurse (female) and a health care assistant (male). The practice is a teaching practice for medical and nursing students.

The GPs and nurses are supported by a practice manager and a team of administration and reception staff. A wide range of services and clinics are offered by the practice including: asthma, diabetes, and minor surgery and child health/baby clinics.

The practice is open between 8am and 6.30pm Monday to Friday. Appointments are from 8.30am to 6pm every weekday. Extended hours appointments are offered between 7.30am to 8am and 6.30pm to 6.50pm Monday to Friday.

The practice has opted out of providing out of hours services to their patients. There are arrangements in place for services to be provided when the practice is closed and these are displayed at the practice, in the practice information leaflet and on the patient website including how to access the service. The out of hour's service is provided by Care UK and is available after 6.30pm, weekends and bank holidays by calling NHS 111.

The service is commissioned by Chiltern Clinical Commissioning group (CCG). A CCG is a group of general practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services.

Services are delivered from:

- Threeways, Pennylets Green, Stoke Poges, Buckinghamshire, SL2 4AZ.

Why we carried out this inspection

We carried out a comprehensive inspection of this service under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection took place on 2 August 2016 and we published a report setting out our judgements. These judgements identified one breach of regulations. We asked the provider to send a report of the changes they would make to comply with the regulations they were not meeting at that time.

Detailed findings

We undertook a follow up desk-based focused inspection on 12 April 2017 to follow up and assess whether the necessary changes had been made, following our inspection in August 2016. We focused on the aspects of the service where we found the provider had breached regulations during our previous inspection. We followed up to make sure the necessary changes had been made. We found the practice was meeting all the conditions of regulations that had previously been breached.

This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, (Regulated Activities) Regulations 2014, to look at the overall quality of the service, review the breaches identified and update the ratings provided under the Care Act 2014.

This report should be read in conjunction with the full inspection report.

How we carried out this inspection

We carried out a desk-based focused inspection of Threeways on 12 April 2017. This involved reviewing evidence provided by the practice and a range of information we hold about the practice.

- We reviewed the previous Care Quality Commission (CQC) inspection report and the action plan submitted by the practice outlining how they would make the necessary improvements to comply with the regulation.
- We also reviewed information provided by the practice, including evidence of the new arrangements to manage medicines which required refrigeration, evidence of revised instructions used when administering a medicine to a named patient, the cervical screening failsafe system and new recruitment procedures which included indemnity insurance for all clinical members of staff.

All were relevant to demonstrate the practice had addressed the breaches of the regulations identified at the inspection in August 2016.

Are services safe?

Our findings

When we inspected Threeways in August 2016, we identified concerns relating to how Threeways assessed, recorded and managed risks, specifically risks within the safe management of medicines within the cold chain. The cold chain is the system of storing vaccines and medicines within the safe temperature range of between 2°C – 8°C preferably stabilising at 5°C. Maintaining the refrigerator temperature in this range is essential to ensure viable vaccines and medicines.

We also saw concerns regarding patient specific directions (instructions to administer a medicine to a named patient) which were not operated in accordance to national guidelines. Furthermore, recruitment checks were not conducted in line with current legislation and nursing staff did not have current indemnity insurance.

We reviewed information provided by the practice and found the practice had made improvements to address the concerns previously identified.

Overview of safety systems and processes

The practice now had clearly defined and embedded systems, processes and practices in place to keep patients safe from harm:

- The arrangements for managing medicines in the practice had been strengthened and now kept patients safe. We saw the cold chain policy had been reviewed and several amendments made. For example, new refrigerators had been purchased and installed in September 2016, refrigerators had been calibrated in March 2017 and we saw the practice had recently installed internal refrigerator data sticks which recorded the temperatures in hourly segments.

- As part of this inspection we reviewed minutes recording at practice meetings which highlighted the new cold chain arrangements to all staff including how to operate the new refrigerators and the escalation process if a breach in the cold chain was discovered. We also reviewed recent examples of the practice effectively logging temperatures each day. These logs also had a daily commentary which highlighted potential reasons for higher temperature recordings for example, during flu clinics.
- The Health Care Assistant was trained to administer vaccines and medicines against a Patient Specific Direction (PSD) from a prescriber. The practice had reviewed national guidance regarding PSDs and we saw the Health Care Assistant only administered vaccines (influenza and pneumococcal) after a clear specific direction had been recorded into the patient's medical notes.
- The practice had taken steps to ensure recruitment procedures were operated effectively which ensured that employees met the requirements for the role. This included a comprehensive assurance system and checklist for temporary members of staff which ensured the practice had all required evidence of all relevant up to date registrations and competencies for safe working.
- The practice had review existing arrangements and all clinical staff had suitable and appropriate indemnity insurance. Indemnity insurance is used for professional negligence claims, or allegations of malpractice, received against a member of staff in the course of their professional duties.

These actions were now ensuring that requirements relating to safe care and treatment were now being met.