

Drs. Wigmore and Kari

Quality Report

Grosvenor House Surgery,
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Carlisle,
Cumbria,
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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

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. Wigmore and Kari	4
Why we carried out this inspection	4
How we carried out this inspection	4
Detailed findings	6

Overall summary

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at Drs. Wigmore and Kari on 10 May 2016. The overall rating for the practice was good, although the practice was rated as requires improvement for safety. The full comprehensive report on the May 2016 inspection can be found by selecting the 'all reports' link for Drs. Wigmore and Kari on our website at www.cqc.org.uk.

This inspection was an announced focused inspection carried out on 31 July 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 10 May 2016. This report covers our findings in relation to those requirements and also additional improvements made since our last inspection.

The practice is now rated as good for safe services, and overall the practice is rated as good.

Our key findings were as follows:

- The practice had taken action to address the concerns raised at the CQC inspection in May 2016. They had put measures in place to ensure they were compliant with regulations.
- Appropriate arrangements were now in place for undertaking suitable pre-employment checks.
- The practice had a pre-employment checklist to ensure references were obtained for permanent and locum GPs and relevant qualifications were checked.
- Recommendations made at the previous inspection, such as infection control audits to be carried out more regularly, had been actioned.

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 taken action to address the concerns raised during our previous inspection in May 2016. They had:

- Made appropriate arrangements for undertaking suitable pre-employment checks.
- The practice had a pre-employment checklist to ensure references were obtained for permanent and locum GPs and relevant qualifications were checked.
- Recommendations made at the previous inspection, such as infection control audits to be carried out more regularly, had been actioned.

Good



Drs. Wigmore and Kari

Detailed findings

Our inspection team

Our inspection team was led by:

Our inspection team was led by a CQC Lead Inspector.

Background to Drs. Wigmore and Kari

Drs. Wigmore and Kari provides care and treatment to 7,600 patients of all ages, based on a General Medical Services (GMS) contract. The practice is part of the NHS North Cumbria clinical commissioning group (CCG) and provides care and treatment to patients living in the Carlisle area. The practice serves an area where deprivation is higher than the England average. In general, people living in more deprived areas tend to have greater need for health services. The practice population includes fewer patients who are under 18 years of age, and more patients aged over 65 years of age, than the England average.

The practice provides services from the following locations:

The Grosvenor House Surgery, Warwick Square, Carlisle, Cumbria, CA1 1LB.

The Morton Surgery, Langrigg Road, Carlisle, Cumbria, CA2 6DT.

We visited the Grosvenor House Surgery during this inspection.

The main practice and its branch surgery are located in purpose built buildings which provide patients with fully accessible treatment and consultation rooms. The practice has three GP partners (two male and one female), one salaried GP (male), three practice nurses (all female), a healthcare assistant (female), a practice manager and an

assistant practice manager, a clinical interface manager, a medicines manager, and a team of administrative and reception staff. When the practice is closed patients can access out-of-hours care via the Cumbria Health on Call service, and the NHS 111 service.

The Grosvenor House Surgery: The practice is open Monday to Friday between 8am and 6:30pm. Appointments are available between 8:10am and 5:30pm.

The Morton Surgery: The practice is open Monday and Wednesday between 8:30am and 5:30pm, and Tuesday, Thursday and Friday between 8:30am and 12:30pm. Appointment times are available on Monday and Wednesday between 8:40pm and 5pm, and on Tuesday, Thursday and Friday between 8:40am and 12:10pm.

Why we carried out this inspection

We undertook a comprehensive inspection of Drs. Wigmore and Kari on 10 May 2016 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good. The full comprehensive report following the inspection on May 2016 can be found by selecting the 'all reports' link for Drs. Wigmore and Kari on our website at www.cqc.org.uk.

We undertook a follow up focused inspection of Drs. Wigmore and Kari on 31 July 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.

Detailed findings

How we carried out this inspection

We carried out an announced inspection on 31 July 2017. We visited the practice's main surgery in Carlisle. We spoke

with the practice manager reviewed documentation related to recruitment, staff recruitment files, infection control procedures in the practice and assorted practice policies and standard operating procedures.

Are services safe?

Our findings

At our previous inspection on 10 May 2016, we rated the practice as requires improvement for providing safe services as the arrangements in respect of recruitment needed to be improved.

These arrangements had significantly improved when we undertook a follow up inspection on 31 July 2017. The practice is now rated as good for providing safe services.

Overview of safety systems and processes

When we inspected the practice in May 2016 some of the systems, processes and practices in place to keep people safe required improvement.

At this inspection, we found these improvements had been made.

- At the inspection in May 2016, references, qualifications and professional registration had not been obtained or checked for some permanent and locum staff. When we

visited in July 2017 we saw that this was now being done. We saw a checklist was in place to ensure that these checks were performed prior to employment. We also saw the recruitment file of a member of staff employed since the last inspection, and saw that all the relevant checks had been performed.

- In May 2016, the practice had not completed an annual infection control audit, had no formal system for updating the practice's clinical guidelines, did not hold regular clinical meetings and some staff appraisals had not been completed. It was recommended in the last report to address these matters. When we visited in July 2017 we saw that these recommendations had been acted on and these matters had been improved. We saw that annual infection control audits were carried out and the issues raised in them were dealt with. We saw a record of staff appraisals, and checklists which had been put in place to remind staff when guidelines and policies were due for review.