

The Petersfield Medical Practice

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

Letter from the Chief Inspector of General Practice

We carried out an announced comprehensive inspection at The Petersfield Medical Practice on 10 January 2017. The overall rating for the practice was good, with requires improvement for providing safe services. The full comprehensive report on the January 2017 inspection can be found by selecting the 'all reports' link for The Petersfield Medical Practice on our website at www.cqc.org.uk.

We undertook a desk-based focused inspection to check they had followed their action plan and to confirm they now met legal requirements in relation to the breach identified in our previous inspection on 10 January 2017. This report only covers our findings in relation to those requirements.

Overall the practice is now rated as good.

Our key findings from this inspection were as follows:

- The practice had an effective recruitment system in place to ensure that staff had the appropriate knowledge, skills and experience for their roles and that identity checks were completed prior to employment.

- Furthermore, the practice had introduced occupational health screening for new staff to ensure that they were capable of performing the tasks required of the role they were employed to perform.
- A formal process for discussing significant events had been introduced to promote learning from incidents. For example, significant events were now shared at weekly practice meetings.
- The practice had worked with the local infection control lead to formulate an action plan in response to the practice's regular infection control audits.
- Health and safety risk assessments had been undertaken for the premises.
- An induction framework had been developed for all new staff, and Mental Capacity Act (2008) training had been undertaken by existing staff.
- The practice monitored patient feedback received online and through the Patient Participation Group. They attended regular Federation and Clinical Commissioning Group locality meetings in order to understand how they could best meet patients needs and improve access where appropriate.
- The practice had created a bespoke 'Carers Pack' to be given to all patients who were carers.
- Information about how to make a complaint had been added to the practice website and made available on site.

Summary of findings

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?

Our desk-top focused inspection on 31 May 2017 found that:

- The practice had an effective recruitment system in place to ensure that staff had the appropriate knowledge, skills and experience for their roles and that identity checks were completed prior to employment.
- Furthermore, the practice had introduced an occupational health screening for new staff to ensure that they were capable of performing the tasks required of the role they were employed to perform.
- A formal process for discussing significant events had been introduced to promote learning from incidents. For example, significant events were now shared at weekly practice meeting.
- The practice had worked with the local infection control lead to formulate an action plan in response to the practice's regular infection control audits.
- Health and safety risk assessments had been undertaken for the premises.

Good



The Petersfield Medical Practice

Detailed findings

Our inspection team

Our inspection team was led by:

This desk based review was completed by a CQC inspector.

Background to The Petersfield Medical Practice

The Petersfield Medical Practice is a well-established GP practice that has operated in Cambridge for many years. It serves approximately 7,700 registered patients and has a general medical services contract with NHS Cambridgeshire and Peterborough CCG. The service is located in the centre of Cambridge city in a Victorian property occupying three floors with patient services on the ground and first floors only.

According to information taken from Public Health England, the patient population for this service has a lower than average number of patients aged 0-19 years and aged over 50 compared to the national average. It has much higher numbers of patients aged 20-49 compared to the national average. This is due to the practice registering many working aged patients who are employed at Addenbrookes hospital on short term placements and the high number of students (many of whom are post graduate level) studying at a nearby college. Its population is in the second least deprived decile with very low unemployment rates.

The practice team consists of five GP partners and a salaried GP. There are three practice nurses and one

healthcare assistant with training in phlebotomy. A team of eight reception and administrative staff provide additional service support. The team is led by a practice manager. The practice is also involved in supporting medical students.

The opening times for the main surgery are Monday to Fridays from 8.30am to 6pm. The partners also have a branch surgery at Duxford House based on the Addenbrookes Hospital site. This opens from 8am to 1pm Monday to Friday and is primarily aimed at staff who work at the hospital although any registered patient can attend at either location. An out of hours service is provided by Herts Urgent Care, patients access this service via NHS 111.

Why we carried out this inspection

We undertook a comprehensive inspection of The Petersfield Medical Practice on 10 January 2017 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. The practice was rated as good, with requires improvement for providing safe services. The full comprehensive report following the inspection on 10 January 2017 can be found by selecting the 'all reports' link for The Petersfield Medical Practice on our website at www.cqc.org.uk.

We undertook a follow up desk-based focused inspection of The Petersfield Medical Practice on 31 May 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 a desk-based focused inspection of The Petersfield Medical Centre on 31 May 2017. This involved reviewing evidence that showed:

- Recruitment processes had been improved upon to ensure that staff had the appropriate knowledge, skills and experience for their roles and that identity checks were completed prior to employment.

- Occupational health screening had been implemented for new staff to ensure that they were capable of performing the tasks required of the role they were employed to perform.
- Improvements had been made to recording of significant events to promote learning from incidents.
- Action plans had been formulated from regular infection control audits.
- Health and safety risk assessments had been undertaken for the premises.

We have not revisited The Petersfield Medical Practice as part of this review as the practice was able to demonstrate they were meeting the standards without the need for a visit.

Are services safe?

Our findings

At our previous inspection on 10 January 2017 we rated the practice as requires improvement for providing safe services. Specifically, we found improvements were needed in relation to recruitment.

- Risks to patients were generally assessed and well managed. However, the risks associated with the recruitment of staff required improvement. For example, the practice did not always ensure that its recruitment process was followed and relevant records were held to demonstrate that staff had the appropriate knowledge, skills and experience for their job roles.
- We reviewed a personnel file and found that all appropriate recruitment checks had been completed prior to appointing the most recent new member of staff. However, two other files had some gaps in recruitment evidence such as a lack of an application form or CV, no proof of identification, or health declaration.
- We also found that the practice should improve its significant event reporting, develop action plans in response to infection prevention and control audits and review general health and safety risk assessments.

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

- The practice had an effective recruitment system in place to ensure that staff had the appropriate knowledge, skills and experience for their roles. Recruitment processes included skill appropriate tests, including task prioritisation and typing tests for receptionist and secretarial staff. Certificates were checked and copies were held in personnel files.
- Identity checks were undertaken prior to the appointment of new staff. For example, applicants had to provide two forms of identification, which were photocopied and kept in personnel files.
- Furthermore, the practice had introduced an occupational health screening for new staff to ensure that they were capable of performing the tasks required of the role they were employed to perform.
- A formal process for discussing significant events had been introduced to promote learning from incidents. For example, significant events were now shared at weekly practice meetings.
- The practice had worked with the local infection control lead to formulate an action plan in response to the practice's regular infection control audits. Results of the audits were discussed at practice meetings, comments were acted upon and amendments were made to the practice environment improvement plan when required.
- Health and safety risk assessments had been undertaken for each floor of the premises using the Health and Safety Executive template.

Overview of safety systems and processes